

For Keeping Your Mind and Body in Good Health

~STRESS MANAGEMENT HANDBOOK~

〔英 語〕

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Appendix: Consultation/Counseling Services

※ 出典・参考文献

- ◎ 「ストレスしのぎ辞典」 GAS研究会編集 2000年
- ◎ 「ストレスマネジメントワークブック」
大阪府健康福祉部地域保健福祉室地域保健課編集,
大阪府立こころの健康総合センター参事兼ストレス対策課長野田哲朗監修 2002年

1. Stress of Foreigners Living in Japan

When people are away from the environment they are accustomed to, they are easily tired. People who are from abroad and living in Japan need to build new human relationships as well as to learn an unknown language, culture, customs and social conditions. They are sometimes embarrassed with unusual treatment given by Japanese simply because they are non-Japanese.

All of us feel stress on different occasions in our daily life. However, as indicated by some surveys, foreigners in Japan may feel stress more intensively than Japanese because their differences are not well understood by Japanese, while even foreigners themselves do not understand such differences. Some foreigners have difficulties in getting along with some people in the same community, thus building up stress within themselves.

For example:

- * I get irritated because I cannot express myself well.**
- * When I touch somebody as a greeting, it makes that person scared or embarrassed.**
- * Although I work as hard as other Japanese colleagues, people do not appreciate me because I am not a Japanese. It takes quite some time for them to understand me.**
- * While I hardly manage my own life in Japan, I have to feed my relatives staying with me as well as to send money to my family back home.**

Stress can result in physical or mental illness. With a language barrier when seeing doctors, or without qualifications to use the Japanese health insurance and/or social welfare systems, foreigners may face difficult conditions. On the other hand, there are many foreigners who have become accustomed to living in Japan and are enjoying their life without being bothered by stress. However, a belief such as, "I will be all right," may invite unhappy results. If you face difficult problems and you do not know how to cope with them, you may get sick.

In this booklet, you will find some useful skills and information that can help you manage your stress. Please make good use of it and keep yourself healthy.



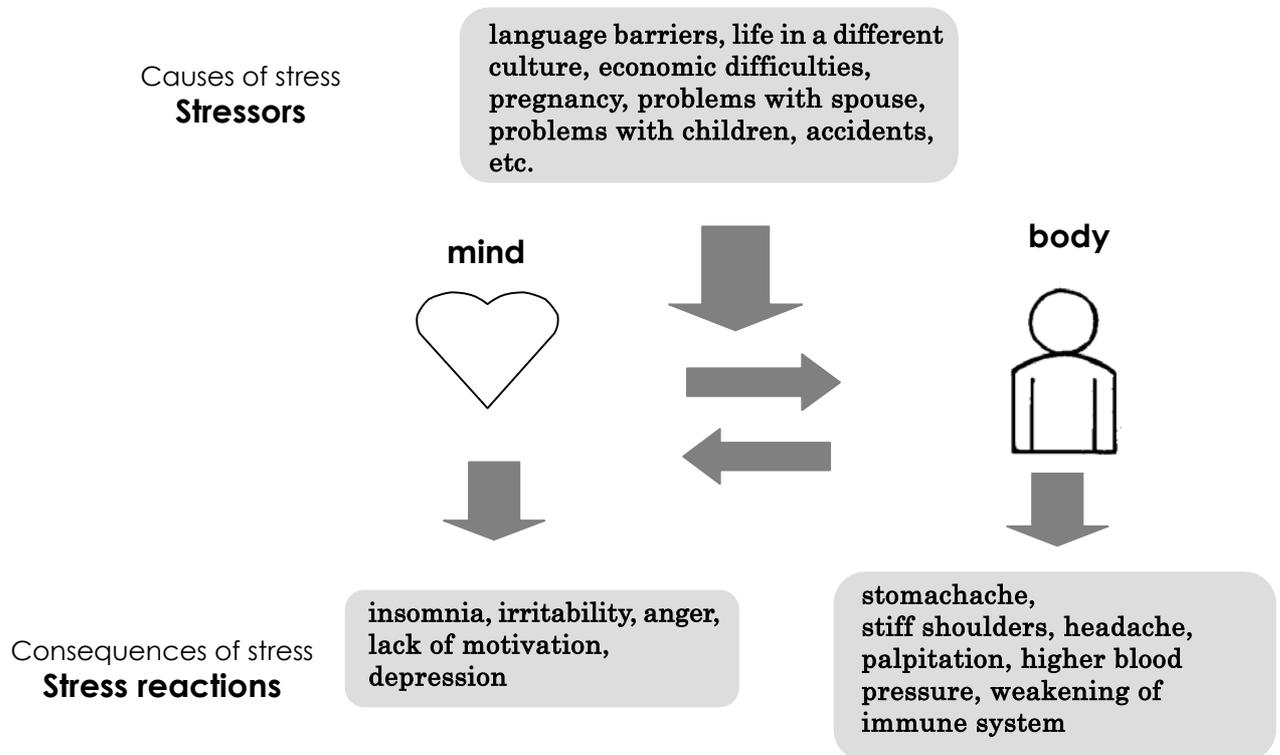
Differences in opinions and views within a group may sometimes cause conflict, but it is healthier and more fruitful than everyone thinking the same way. We should not reject the differences of others. Rather, we should make an effort to understand each other to decide how to build a closer relationship.

Japanese especially need to keep in mind that foreigners are a minority in Japanese society and thus have disadvantages in communication. We should care and help each other in order to reduce our stresses.

2. To Understand Stress

2.1 What do you know about stress?

“Stress” occurs in the situation when we mentally and physically react against stressors in order to adjust ourselves to them.



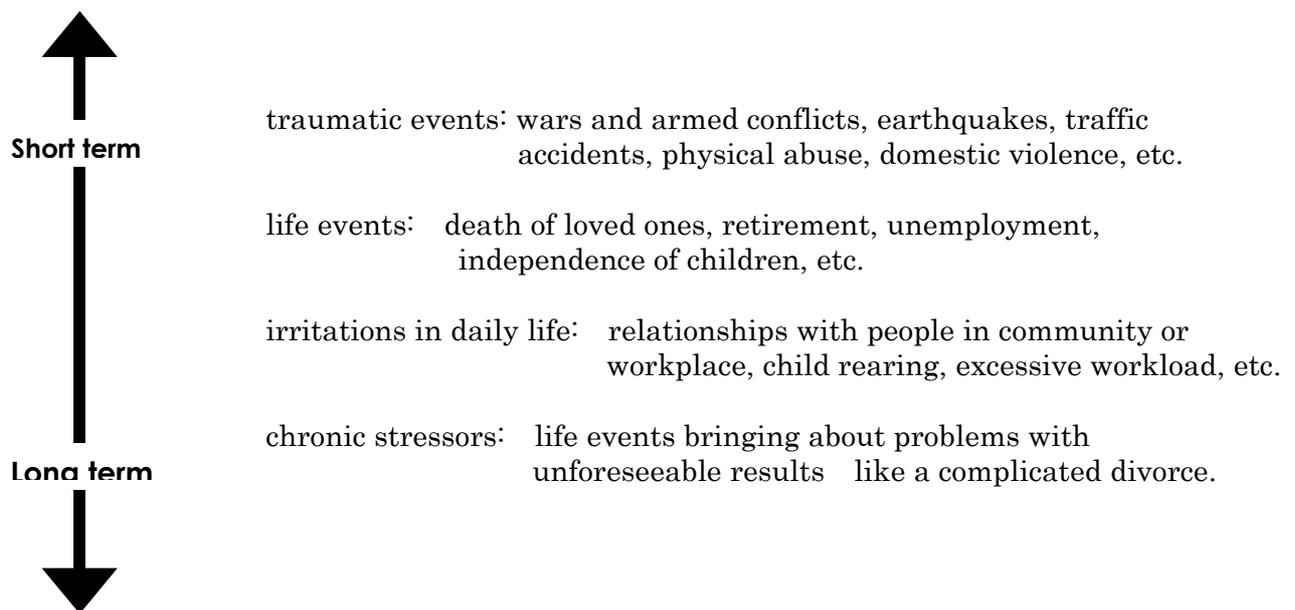
Stress is not always negative. It is sometimes positive. A moderate level of stressors helps to motivate us. This is positive stress for our mental and physical health. On the other hand, excessive stressors that we cannot manage by ourselves exhaust our bodies both physically and mentally, sometimes causing illnesses. For maintaining good health, it is important for us to understand the status of our own stress.

2.2 Stressors

All stimuli we receive eventually transform into stressors, which can be divided into the following three categories:

- Physical and scientific stressors : heat, coldness, sounds, medications, smelly odors, etc.
- Biological stressors : germs, pollens, etc.
- Social and psychological stressors : death of spouse, divorce, bankruptcy, transfer, etc.

In today's continually changing world, social and psychological stressors are of particular concern. These stressors include:



Assess your stressors

Life event method (Holme's stress measures with life changes)

Among 43 different events in the list below, check those that you have experienced in the past twelve months. Then, sum up the scores in the right column for all the events that you have checked.

Life events (changes)		Magnitude
1	Death of spouse	100
2	Divorce	73
3	Marital separation	65
4	Jail term	63
5	Death of close family member	63
6	Personal injury or illness	53
7	Marriage	50
8	Fired at work	47
9	Marital reconciliation	45
10	Retirement	45
11	Change in health of family member	44
12	Pregnancy	40
13	Sex difficulties	39
14	Gain of new family member	39
15	Business readjustment	39
16	Change in financial state	38
17	Death of close friend	37
18	Change in different line of work	36
19	Change in number of arguments with spouse	35
20	Taking a loan of an amount more than 10 million yen	31
21	Foreclosure of mortgage or loan	30
22	Change in responsibilities at work	29
23	Son or daughter leaving home	29
24	Trouble with in-laws	29
25	Outstanding personal achievement	28
26	Spouse begins or stops work	26
27	Enter or graduate school	26
28	Change in living condition	25
29	Revision of personal habits	24
30	Trouble with boss	23
31	Change in work hours or conditions	20
32	Change in residence	20
33	Change in school life	20
34	Change in recreation	19
35	Change in religious activities (churches, etc)	19
36	Change in social activities	18
37	Taking a loan of an amount less than 10 million yen	17
38	Change in sleeping habits	16
39	Change in the number of family get-togethers	15
40	Change in eating habits	15
41	Vacation	13
42	Christmas, etc.	12
43	Minor violations of the law	11

Total score	
over 300	You are experiencing very strong stressors. 80% of those who attained over 300 are likely to experience a heart attack and/or depression.
over 150	You are experiencing relatively strong stressors. It is known that one out of two of those who attained this score have a chance of developing a psychosomatic disorder in six to twelve months.
less 150	You don't have many stressors.
less 80	You have very little stressors.

2.3 Stress Reactions

Stressors are felt by our minds. However, human beings often let our bodies show how we are feeling in order to protect our minds. Exposed to stressors, we are likely to react to them by having stomach pain, diarrhea, etc. In addition, these may be followed by mental reactions such as insomnia or anxiety. Since we are all different from each other, reactions are manifested in different ways.

Assess your stress reaction

Measuring stress reaction (measuring your self-consciousness of stress)

How often have you had the following 14 symptoms in the past six months? Circle the number representing the frequency that is most relevant to your past experiences, and sum up the numbers you have circled.

			always	a few times a day	a few times a week	a few times a month	seldom
I	1	heavy fatigue	5	4	3	2	1
	2	headache	5	4	3	2	1
	3	pain in your neck or shoulders	5	4	3	2	1
	4	bodily stiffness	5	4	3	2	1
	5	chest pain	5	4	3	2	1
II	6	inability to concentrate	5	4	3	2	1
	7	inability to sleep	5	4	3	2	1
	8	feeling depressed due to fatigue	5	4	3	2	1
	9	stomach trouble	5	4	3	2	1
	10	taking sleeping pills or tranquilizers	5	4	3	2	1
III	11	feeling depressed at home after work	5	4	3	2	1
	12	easy to get angry	5	4	3	2	1
	13	irritated	5	4	3	2	1
	14	over-sensitive/over-reactive	5	4	3	2	1

Total scores	
over 35	very strong stress reactions
over 28	strong stress reactions
less 28	weak stress reactions
less 21	too little stress reactions. You may not be assessing yourself accurately.

Also, sum up your scores for group I (question 1 to 5), II (6 to 10) and III (11 to 14), respectively. Which group had the highest score? This shows the most common way that your stress reactions may be manifested.

I (question 1 to 5)	Stress reactions manifested in your body.
II (6 to 10)	Stress reactions manifested in your mind.
III (11 to 14)	Stress reactions manifested in your behaviors.

2.4 Stress and Sickness

Whatever stressors you encounter, your body and mind work to adjust to them. Immediately after you are exposed to stressors, your resistance ability will decrease and you will slowly regain it. However, long exposure to stressors may lead to exhaustion. If other new stressors are added to this, it may cause an even worse stress reaction.

Moderate stressors induce comfortable reactions. Excessive stressors or inadequate treatment for them work adversely by intensifying stressors, sometimes resulting in sickness.

Recently, people have been giving more attention to the relation between stress and immunity. Exposure to stressors contributes to lower immunity, making us vulnerable to colds or pneumonia. On the other hand, continual exposure to stressors may lead to over-increased immunity, causing allergic reactions or articular rheumatism that may destroy other tissues in our bodies.

It has been reported that after cancer patients practiced relaxation, tumors contracted and eventually disappeared. Relaxation made the immune system more active and natural killer cells cleaned up the tumors. As it is shown that patients have overcome sicknesses by this method, let's learn how to control our stress.

Sicknesses related to stress include:

Physical sicknesses strongly related to stress (psychosomatic disorders)

digestive organs	:	gastric ulcer, duodenal ulcer, ulcerative colitis, irritable colon syndrome, chronic pancreatitis
circulatory organs	:	coronary artery diseases (angina pectoris, myocardial infarction), hypertension
respiratory system	:	bronchial asthma, hyperventilation syndrome
dermatology	:	atopic dermatitis, alopecia areata, urticaria.
nerves and muscles	:	muscle contraction headache, migraine, vegetative syndrome
endocrine system and metabolism	:	diabetes, anorexia nervosa

Mental sicknesses strongly related to stress

anxiety neurosis (panic disorder) :

a sudden attack of anxiety, sometimes leading to severe palpitation, shortness of breath or difficulty in breathing.

PTSD (post traumatic stress disorder) :

If one has a fearful experience threatening her/his life, she/he will be attacked by fear, insomnia or flashbacks, disturbing her/his daily life.

depression :

feeling down and becoming inactive. some may have suicidal thoughts.

alcoholism :

once drinking, she/he cannot control alcohol intake, causing difficulties in her/his social life.

adjustment disorder :

excessive stress such as at work causes depression, anxiety or worries, becoming maladjustment.

somatoform disorder :

with no bodily problems, one complains about abnormal symptoms such as severe palpitation, dizziness or choking.

eating disorder :

one repeats excessive dieting or overeating-vomiting due to insecurities about body image.

3. How to Manage Stress

3.1 Understanding Stressors Well

Depending on how you understand your stressors, your stress will increase or decrease.
For example:

A foreigner “A” cannot speak Japanese fluently yet. One day, “A” was told by her Japanese friend, “What you said was rude. In such a setting, you should have said that in Japanese like this ,,,,,,” “A” was so embarrassed and sad that she told herself, “The Japanese around me must have been angry with what I said.” Since then, she has found it very difficult to speak to Japanese people in Japanese. When she has to speak in Japanese, she always feels stomach pain.

“I must not make a mistake. I have to be perfect. I should avoid being corrected.” This is such an unreasonable belief that compels you to see yourself in a negative way, inviting unpleasant results and feelings.

As “A” cannot speak perfect Japanese yet, she can accept the words of her friend as kind advice and remember it for future communications. We usually learn how to speak and express ourselves through real conversations. If some Japanese look at you dubiously for something that you have just said, you can ask them, “Did I say something inappropriate? If so, please teach me how to say it in appropriate Japanese”. You might even be able to become good friends with them. “A’s” stress was caused by an unreasonable belief. It is not the event itself, but her perception (recognition) of the event that really determined her distress and feelings.

Once she modifies the unreasonable belief to a reasonable belief, she will have cleared one of the obstacles towards successful stress management.

<Examples of unreasonable beliefs>

1) Language

Decisive words or expressions that do not allow options such as, “I (You) have to do it like that.”

2) Gender

Stereotyped roles for men and women established through long social practices.

3) Biases and customs

“[A certain national group] are not easy people,” “In Japan, it should be done in this way,” etc.

4) Others

Myth of maternity, a myth of the safety of XXXX, and so forth that have traditionally been supported with no doubt, but are actually not supported because of its unreasonableness.

<Ways of perception that tend to result in depression>

- 1) Without sound ground, one makes her/his own presumption and judgement.
- 2) One always sees things as either right or left, allowing no ambiguity.
- 3) One only pays attentions to what most matters to her/him personally, and makes judgement.
- 4) One gives undue emphasis to her/his weak points or failures, but underestimates her/his strong points or successful achievements.
- 5) With a single unlucky event, one believes that everything is always like that.
- 6) Although there is no fault on her/his part, one believes that she/he is the one to be blamed.
- 7) One usually makes judgement by her/his personal sentiment.

Do you see any problems with your way of perception?

If you find problems, try to improve it little by little.

3.2 Better Management

After you reasonably identify your stressors, you need to manage them better so that your stress reactions will not intensify.

Desirable management: to actively address problems.

- 1) To make efforts to solve stressors.
- 2) To face problems one by one in the order that you think are easiest to solve.
- 3) To find a better solution through consultations with different people.

Undesirable management: to avoid thinking about problems, or to try to escape from them.

- 1) To blame it on other people.
- 2) To be worried about problems without asking for advice from others.
- 3) To run towards unproductive ways; drinking, smoking, over-eating, gambling, being angry at the wrong people and withdrawing.

Follow the steps as described below to find solutions.

- I. Identify problems.
- II. List up possible solutions that come to your mind.
- III. Examine if these possible solutions are feasible.
- IV. Choose the optimal solution.
- V. Make a plan of how to implement the solution.
- VI. Implement the plan and then evaluate it. If it is unsuccessful, try again.

3.3 Do not hold it in. Ask others for advice

When we are exposed to strong stress, we are sometimes unable to solve it alone. If we have many people who we can get advice from, we may be able to overcome the stress.

Because of its nature, some problems may be better solved through consultations/counseling at specialized institutes. If you find that you can hardly manage it alone, you may have to be courageous enough to ask experts for their help.

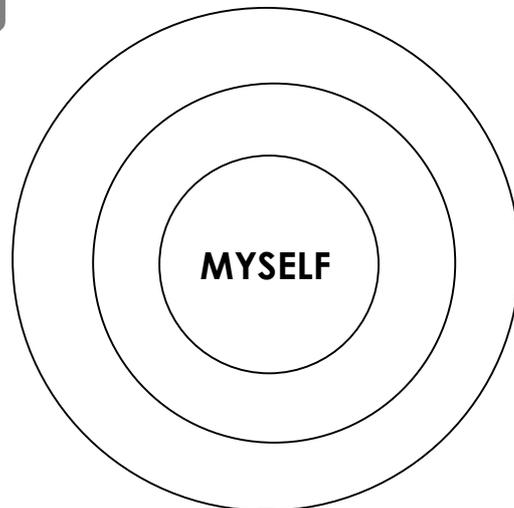
Also, there are some self-help groups in which people facing similar problems get together to encourage and help each other. You can learn new ways of coping with your problems or you can share better ways to cope with problems.

The end of this booklet has a list of consultation/counseling services available in and around Osaka (sources: INTERPEOPLE DIRECTORY, and others).



Human relation map

In the circle, write the names of the people who support you and their relationship to you (such as, husband, wife, friend, mother, brother, etc.) with yourself in the center of the circle.

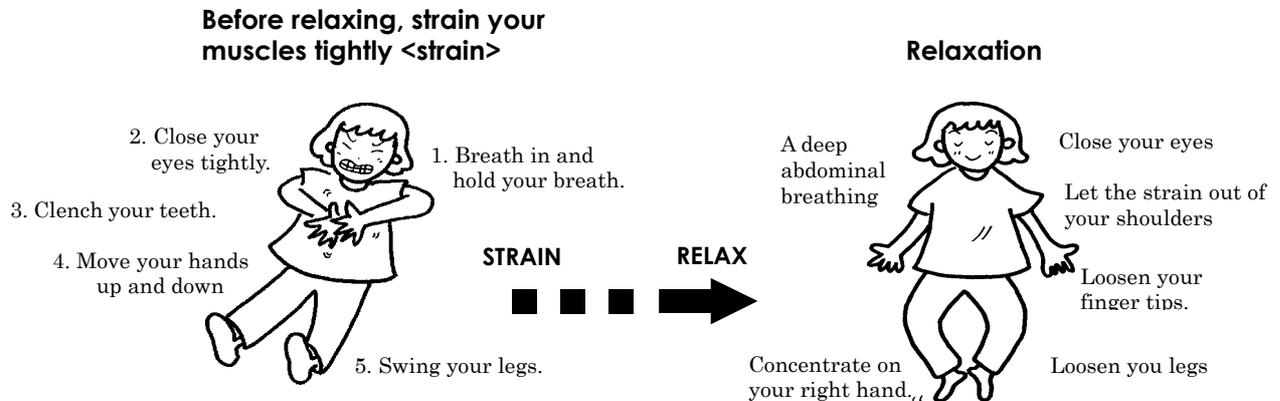


3.4 Control Stress Reaction through Relaxation

(1) Progressive muscle relaxation (immediate relaxation from muscle tenseness)

As shown in the illustration below, strain all the muscles in your body. Keep this state for about 20 seconds.

Immediately relax, and you will feel that all your strained muscles are loose.



(2) Autonomic training method (Self-hypnotherapy developed by Dr. Schultz, a German psychiatrist)

Formulas of standard practices

Background formula: abdominal breathing (you are in a calm state)

Formula 1: You feel both arms and legs heavy. (Start practicing with your more skillful hand. Concentrate your consciousness on your hands and feet)

Formula 2: Both of your arms and legs feel warm (Imagine you are in a warm place)

Formula 3: Your heart is beating very calmly.

Formula 4: You are breathing calmly.

Formula 5: You feel warm around your abdomen.

Formula 6: You feel cool around your forehead.

Disappearance: Open your eyes slowly while stretching your arms. (For practices before going to bed, this stage is not necessary)

(3) Imagination

Remember those places, sceneries, memories, scents or colors that comfort you. When closing your eyes, recall these comfortable things, so that you will be thinking of a very good image and thus feel refreshed.

(4) Music

You can play easy-listening music to have more effective relaxation. Find music that suits your condition.

For example:

Good for relaxing: Aria on the G String (J. S. Bach)

Good for times when feeling depressed: Finlandia (Jean Sibelius)

Good for getting energized: Sabre Dance (Khachaturian)

(5) Exposure to greenery

Greenery, the scent of trees, comfortable breezes, the murmuring of a creek, the singing of birds, and etc.

Exposure to greenery relaxes you, stimulating your five senses including vision, auditory, smell, taste, and tactual senses.

(6) Bathing

When your stress reaction is building up, taking a bath is an easy way to heal. Please remember that very warm or very cool water works adversely.

(7) Aromas

Aroma therapy has become popular. Aromas with calmative effects help ease the sympathetic nerve.

(8) Tea

When sipping warm tea slowly, you naturally respire deeply, leading you to relaxation. Also, the caffeine contained in tea has pharmacological effects.

(9) Meditation

Calming effects can also be attained in meditation through practicing *zen* or *yoga*, or in contemplation through drilling *kendo* (Japanese fencing).

3.5 Other practices good for stress reduction or resistance

(1) Keep your daily habits in order:

- 1 Have a good sleep of seven to eight hours.
- 2 Don't smoke.
- 3 Keep a healthy weight.
- 4 Don't drink too much.
- 5 Exercise to a sweat at least once a week.
- 6 Have breakfast every morning.
- 7 Don't snack between meals.

(2) Nutrition

Vitamin B1 (concentrated in beans, unpolished rice, sesame seeds, pork, etc.), vitamin C (concentrated in fruits, potatoes, etc.) and calcium (concentrated in milk, small fish, etc.) are those nutritive elements that help strengthen resistance against stress. Try to take these elements during your daily meals.

(3) Sleep

When you are tired, sleep is one of the best remedies. Sleep cycles last about 90 minutes: for the first 30 to 60 minutes, you are slowly falling into deep sleep, and for the next 60 minutes or less, you are in REM sleep, where you have dreams. REM sleep is also called "mind sleep" as the gloom in your mind is dissolved during this time.

Whenever possible, it is better to sleep for seven to eight hours. It is also effective to sleep whenever you are sleepy or to get up at a fixed time every morning even though you may have not slept enough the previous night.

When you have serious difficulties in falling asleep, you can ask a doctor to prescribe medication.

(4) Exercises

Exercises that last long using major muscles and that do not use up oxidants are called aerobic exercises. On the other hand, those exercises are short and invite a shortage of oxidants are called anoxic exercises (athletic races such as sprint races or swimming races). Aerobics include jogging, long-distance swimming, cycling, walking and jump-roping. They help increase the strength of cardiopulmonary functions, and use up excessive products made by stress.

(5) Listening and talking

Talking about the causes of your irritation to other people helps you to feel relieved. It helps vent your frustrations and get rid of stress.

Also, try to be a good listener. You listen well by not saying unwanted remarks. In doing so, you will build better relationships with people.

(6) Laughing and crying

Laughing or crying is also said to be effective for stress.

(7) Singing and dancing

Enjoying singing or dancing has the same effects as exercising.

Appendix: Consultation/Counseling Services (sources: INTERPEOPLE DIRECTORY, and others)

Institutes/Groups	Services provided	Telephone	Days available	Office hours	Languages available
Osaka Prefectural Mental Health Center	Telephone counseling on mental problems	06-6607-8814	Mon thru Fri	9:30-12:00 13:00-17:30	Japanese
Osaka Municipal Mental Health Center	Telephone counseling on mental problems	06-6636-7867	Mon thru Fri	10:00-15:00 17:00-21:00	Japanese
Befrienders International, Osaka	Telephone counseling on mental problems	06-6251-4343	everyday	24 hours	Japanese
Kansai Life Line	Telephone counseling on mental problems	06-6309-1121	everyday	24 hours	Japanese
Kansai Counseling Center	Interview for counseling on mental problems, charged. On the days of 10th and 20th of every month, it is provided free of charge for those who come for the first time.	06-6881-2588 (need reservation)	Mon thru Sat	10:00-21:00	Japanese
International Counseling Center, Kobe	Interview for counseling on mental problems, charged	078-856-2201	irregular		Japanese & English (Spanish on irregular basis)
Resolutions Counseling Center	Interview for counseling on mental problems, charged	072-867-4437	Mon thru Fri., Sat irregular	10:00-19:00	English
Osaka Foundation of International Exchange (OFIX)	Telephone consultation (general)	0724-60-2371	Mon thru Fri	9:00-17:45	English & Chinese
Chinese Counselling Service	Telephone consultation (general)	06-6903-9595	Mon, Wed & Fri	10:00-17:00	Chinese (Mandarin) & Taiwanese
The Toyonaka Association for Intercultural Activities	Telephone consultation and interview (general)	06-6843-4343	Thur & Fri	10:00-16:00	Japanese, English, Chinese
			Thur & Fri	(Thur) 10:00-19:00, (Fri) 10:00-16:00	Korean
			Thur	10:30-15:30	Spanish & Portuguese
Osaka Information Service for Foreign Residents	Telephone consultation (general)	06-6941-2297	Mon thru Fri	9:00-17:00	Japanese, English, Chinese, Korean, Portuguese, Spanish, Thai, Filipino
Osaka City Free Counseling Services for Foreign Residents					
Osaka City Hall Residents' Consultation Desk	Telephone consultation and interview (on city administration)	06-6208-5080	Mon thru Fri		English, Chinese, Korean
			Mon Tue Wed Fri	9:00-17:30	Thai Portuguese Indonesian Spanish
Legal Consultation	Interview for consultation on legal matters	06-6772-1127 (need reservation)	1st & 3rd Wed		English, Chinese, Korean, Thai, Portuguese, Indonesian, Spanish

Institutes/Groups	Services provided	Telephone	Days available	Office hours	Languages available
119 Network for Foreigners	Telephone consultation (general)	090-3009-3619	Tue	19:00-21:00	English, Portuguese, Spanish
Osaka International House Information Plaza, Osaka	Telephone consultation (information service about living for foreigners)	06-6773-6533	Mon thru Fri	9:00-17:00	English, Chinese, Korean
			Mon Tue Wed Fri		Thai Portuguese Indonesian Spanish
Association for Foreign Wives of Japanese Husbands	Telephone consultation (women's problems in general)	06-6418-9957	not fixed		English
Center for Multicultural Information and Association, Osaka (CMIA)	Telephone consultation (general)	06-6973-7515	Fri	18:00-21:00	English, Chinese, Portuguese, Spanish (for other languages, ask for the Center)
NGO Viet Nam in KOBE	Telephone consultation (general)	078-736-2987	everyday (except national holidays)	9:00-15:00	Japanese & Vietnamese
Committee for International Cooperation, Catholic Osaka Diocese	Telephone consultation (general)	06-6941-4999	Mon thru Fri	24 hours	English, Spanish
			Wed	24 hours	French
Osaka Immigration Office – Immigration Information Center	Telephone consultation (visa and immigration problems)	06-6774-3409~ 3410	Mon thru Fri	9:00-12:00 13:00-16:00	English, Chinese
			Mon, Tue, Thur, Fri	9:00-12:00 13:00-16:00	Portuguese
			Wed	9:00-12:00 13:00-16:00	Spanish
Osaka Legal Affairs Bureau, Civil Liberties Division	Telephone consultation (human rights problems)	06-6942-1481	Mon thru Fri	8:30-17:00	Japanese
	Interview for consultation (human rights problems)		Mon thru Fri	9:00-12:00 13:00-16:00	Japanese
	Telephone consultation (human rights problems)		Wed	13:00-16:00	Chinese
	Telephone consultation (human rights problems)		1st & 3rd Wed	13:00-16:00	English
Hotline for Women's Rights	Telephone consultation (problems relating to women's rights)	06-6942-1238	Mon thru Fri	8:30-17:00	Japanese
Hotline 110 for Rights of Child	Telephone consultation (problems relating to rights of child)	06-6942-1183 0120-793148	Mon thru Fri	9:00-16:00	Japanese
Osaka Victim Support Center	Telephone consultation (problems relating to victims of crimes and accidents)	06-6871-6365	Mon thru Fri	10:00-16:00	Japanese

Institutes/Groups	Services provided	Telephone	Days available	Office hours	Languages available
Legal Aid Center for Koreans	Telephone consultation (legal problems)	06-6731-3520	Mon thru Fri, Sat (morning only)	10:00-17:00	Japanese & Korean
Osaka Bar Association – Consultation on Human Rights of Foreigners	Telephone consultation (human rights problems)		2nd & 4th Fri	12:00-17:00	Japanese, Chinese, Korean
Telephone Consultation on Sexual Harassment	Telephone consultation (sexual harassment)	06-6364-6251	2nd Thurs	11:30-13:30	Japanese
Rights of Child	Telephone consultation (rights of child)		Wed	15:00-17:00	Japanese
Telephone Consultation for Criminal Victims	Telephone consultation (criminal victims)		Tue	15:00-18:00	Japanese
Himawari	Telephone consultation (problems relating to human rights and property control of the elderly and the disabled (including the mentally disabled))	06-6364-1251	Fri	13:00-16:00	Japanese
Traffic Accidents Consultation Center of Japan Bar Association	Telephone consultation (problems relating to traffic accidents)	06-6364-4652	10th day of every month	11:00-12:00 13:00-16:00	Japanese
Osaka Wardship Support Center	Telephone consultation (for problems relating to the protection of human rights of the mentally challenged)	06-6764-5600	Mon thru Fri	10:00-16:00	Japanese
Supervising Section, Labor Standards Dept., Osaka Labor Office	Telephone consultation (labor problems)	06-6949-6490	Tue & Thurs	10:00-15:00	English
Osaka Employment Service Center for Foreigners	Telephone consultation (job information for foreign students and in the professional and technical fields)	06-6241-5606	Mon thru Fri	10:00-16:00	English & Chinese
Employment Service for Foreign Workers, Yodogawa	Interview (job information)	06-6885-2810	2nd & 4th Fri (need to check beforehand)	13:00-17:00	English
			1st & 3rd Mon (need to check beforehand)	13:00-17:00	Chinese
			Wed (need to check beforehand)	13:00-17:00	Portuguese
			2nd & 4th Tue (need to check beforehand)	13:00-17:00	Spanish
Employment Service for Foreign Workers, Sakai	Interview for consultation (job information)	0722-22-5049	Need to check beforehand	13:00-17:00	English, Chinese, Portuguese, Spanish
Employment Service for Foreign Workers, Kadoma	Interview for consultation (job information)	06-6906-6831	Need to check beforehand	13:00-17:00	English, Chinese, Portuguese, Spanish
UNION HIGORO	Telephone consultation (labor problems)	06-6942-0219	Mon thru Fri (Sat on irregular basis)	10:00-17:00	Japanese
Kansai Occupational Safety and Health Center	Telephone consultation (labor problems, especially labor accidents and occupational diseases)	06-6943-1527	Mon thru Fri	10:00-17:00	English & Spanish

Institutes/Groups	Services provided	Telephone	Days available	Office hours	Languages available
Mukogawa Union	Telephone consultation, interview consultation (labor problems)	06-6481-2341 (need reservation)	Mon thru Fri	9:00-17:00	Japanese (English, Chinese and Spanish on irregular basis)
RINK (Rights of Immigrants Network in Kansai)	Telephone consultation (human rights problems)	06-6910-7103	Mon thru Fri	14:00-17:00	Japanese
			Tue	14:00-17:00	Korean
			Wed	14:00-17:00	Chinese
			Thurs Fri	14:00-20:00 14:00-17:00	English & Spanish Thai
(NIKKEIS OSAKA) Center for Stability of Industries and Employment	Telephone consultation (work, occupation and life related problems)	06-6947-7950	Mon thru Fri	9:30-16:30	Portuguese
			Wed & Fri	9:30-16:30	Spanish
Dawn Center (Osaka Prefectural Women's Center)	Interview for consultation (mental problems of women)	06-6910-8401 answering machine with recorded information 06-6910-8588 direct to Office, only in Japanese	Sat	14:00-16:00	Korean (1st Sat), Chinese (2nd Sat), English (3rd Sat)
Osaka Prefecture Women's Counseling Center	Telephone consultation (problems faced by women including violence against women)	06-6728-8858	Mon thru Fri	9:30-16:30	English
Women's Center Osaka	Telephone consultation (problems faced by women)	06-6930-7666	1st, 2nd & 3rd Thurs	13:00-20:00 (closed on national holidays and entire August)	Japanese
Association for the Prevention of Child Abuse	Telephone consultation (child abuses)	06-6762-0088	Mon thru Fri	11:00-17:00	Japanese (English on irregular basis)
Osaka Prefectural Police Woman Line	Telephone consultation (sexual abuses and related crimes against women)	06-6767-0110	Mon thru Fri	9:00-17:00	Japanese
Osaka Municipal Child Rearing Information Center	Telephone consultation (problems relating to health, disciplines and habits of small children)	06-6448-2000	Mon thru Fri	10:00-12:00 13:00-16:00	Japanese
Osaka Municipal Child Care Counseling Information Center	Telephone consultation (problems relating to child rearing)	06-6354-4152	Mon thru Fri (except Tue)	10:00-20:00	Japanese
			Sat, Sun & national holidays	10:00-17:00	Japanese
Adolescent Pregnancy Crisis Center	Telephone consultation (problems relating to pregnancy of teenagers)	06-6761-1115	Mon thru Fri	10:00-17:00	Japanese
Hotline for Step Parents and Children	Telephone consultation (problems between step parents and children)	06-4304-1085	Mon thru Fri	11:00-17:00	Japanese
Osaka Municipal Central Child Guidance Office	Telephone consultation (problems relating to children)	06-6797-6520	Mon thru Fri	9:00-17:30	Japanese

Institutes/Groups	Services provided	Telephone	Days available	Office hours	Languages available
AMDA International Medical Information Center Kansai	Telephone consultation (medical problems)	06-6636-2333	Mon thru Fri	9:00-17:00	English & Spanish (Chinese & Portuguese are available, but need to check beforehand)
Japan HIV Center Osaka	Telephone consultation (problems involving HIV and human rights)	06-6882-0102	Sat & Sun	13:00-18:00	Japanese
		06-6882-0282	Sat	11:00-16:00	English
Inter Medix (International Medical Information and Consultation Service)	Telephone consultation (medical problems)	06-6309-7535 06-6304-8014	Mon, Tue, Wed & Fri Sat(morning only)	9:00-17:00	English & French
CRIATIVOS-Center for Reference and Support on HIV/AIDS	Telephone consultation (problems relating to HIV and STD)	045-451-1211	Mon	14:00-17:00	Portuguese & Spanish
		03-3369-7110	Thurs	13:00-17:00	Portuguese & Spanish
DISQUE SAUDE	Telephone consultation (medicare problems) for Brazilians	0120-05-0062 052-222-1096	Mon thru Fri	9:00-17:00	Portuguese
Osaka Self-Help Support Center	Information about self-help groups in the community	06-6352-0430	Sat	14:00-18:00	Japanese
Alcohol Anonymous Kansai Central Office	Self-help group for rehabilitation of alcohol dependants (meetings and other activities)	06-6536-0828	Mon thru Fri	9:30-18:00	Japanese & English
			Sat, Sun & national holidays	13:00-16:00	Japanese & English
Al-Anon Kansai Information Service Center	Support for families and friends of alcohol (or drug) dependants	06-6354-9045	Tue, Thurs, Fri	10:00-16:00	Japanese
GA(Gamblers Anonymous)	Support for gamble dependants (meetings and other activities)	090-4603-5273			Japanese (English on irregular basis)
Osaka Drug Addiction Rehabilitation Center (DARC)	Support for drug dependants (day-care service, consultation, etc.)	06-6396-5404	Mon thru Fri	10:00-17:00	Japanese
Freedom	Support for families and friends of drug dependants	06-6399-4999 (for interview reservation)	Mon thru Sat	10:00-17:00	Japanese
	Telephone consultation	0798-34-8999	Sat	15:00-19:00	Japanese
Osaka Network of People with Mental Disorders (<i>Bochi-bochi</i> club)	Peer counseling (counseling by and for people with mental disorders)	06-6973-1287	Tue & Thurs	14:00-17:00	Japanese
Support Center of Independent Living - Peer Osaka	Peer counseling (counseling by and for people with mental disorders)	06-6622-1180	Mon & Fri	13:00-15:30	Japanese
Federation of Families with the Mentality Ill in Osaka	Support for families of people with mental disorders (telephone counseling by family members)	06-6775-7859	Mon & Fri	10:00-15:00	Japanese

こころとからだの健康のために
～外国人のためのストレスマネジメントハンドブック～
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■ 監修 ■

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