

# Inspire

Monthly newsletter | February 2021

## Ideas to inspire better health.

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 **TELUS**® Health  
Care Centres



# From life-saving blood transfusions to the touch-tone telephone, black medical and tech innovators have changed, and continue to change, how we deliver best-in-class healthcare.

Among countless other revolutionaries are:



**Dr. Shirley Ann Jackson,** the innovator behind the touch-tone telephone, caller ID and fibre-optic cable, changing the way we connect with each other every day.



**Dr. Charles Richard Drew,** who pioneered the use and preservation of blood plasma during World War II and gave rise to the modern blood banking system.



**Dr. Myra Adele Logan,** who became the first woman to perform open-heart surgery.

**#BlackHistoryMonth**





# Understanding pain: Why a “healed” injury can still hurt.

By TELUS Health Care Centres’ physiotherapy team

## **As physiotherapists, we deal with pain — a lot.**

Usually clients come to see us when pain is interfering with their daily lives. In some cases, the pain is very simple: “I sprained my ankle; it was sore for a few days and now it’s better.” However, with some clients, the pain is a little more complex. For instance, what began as an ordinary ankle sprain may still hurt months later, even though the doctor said it should be healed. Or maybe there’s pain that lasts for months without any apparent injury.

## **So how can pain come and go in such a seemingly random fashion?**

Pathways of pain can come from many directions. Our understanding of pain has changed over the years. We used to think it was fairly straightforward. If we stubbed a toe or rolled an ankle, the pain fibres from that tissue sent a “pain signal” to a “pain centre” in our brains and — BAM — we felt pain. The more damage to the tissue, the bigger the pain fibre response, the more pain we felt.





## **We know now that pain is much more complex.**

Our bodies actually have more than one pain centre, which we call a “pain matrix.” Collectively this matrix helps our brains interpret danger signals. Let’s return to the ankle sprain. In the beginning, an injured ankle sends signals to the brain, those signals go into the pain matrix and it considers: Is this a bad thing? Do I need to protect this ankle from more damage? If it decides “YES,” we feel pain. We limp. We need to sit down and rest it. This is common in acute injuries while tissues are healing. But what about that same ankle sprain three to six months later? It should be healed, so why does it still hurt?

## **The road to recovery.**

Many things can influence the brain as it decides whether these signals are threatening or not, especially if we have been in pain for longer than a few months. Factors that make the brain more sensitive to danger signals include increased stress, lack of sleep, prior traumatic experience, prior injuries, how we feel about pain and fear of not getting better, just to name a few. If we have many of these things occurring in our lives, our pain matrix can become more sensitive and decide that any signal from the ankle is dangerous and threatening; therefore, we can feel lots of pain, even if the injury has healed.

## **Does this mean my pain is “in my head” and isn’t real?**

Pain comes from a complex interaction in our brains but this does not mean that pain you experience is not real. One of the most important things to take away from this new understanding of pain is that it’s not as simple as a signal from damaged tissue. Tissue injury is only a small part of the pain experience, and this understanding can help people begin to heal, increase their mobility and gain more control over their experience of pain. Fortunately, physiotherapists have many treatment options to help deal with pain. We can provide education, perform various techniques to help your joints and muscles move better, and provide exercises that will reduce pain and get you stronger.

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## **Are you experiencing pain while you work?**

Learn more about our occupational health services

Sources: Physiopedia. Theories of Pain. Available from [http://www.physio-pedia.com/Theories\\_of\\_Pain](http://www.physio-pedia.com/Theories_of_Pain) Accessed on Feb 10 2020 Physiotherapy Alberta. Understanding Pain. Available from: [https://www.physiotherapyalberta.ca/public\\_and\\_patients/the\\_you\\_movement\\_blog/understanding\\_pain](https://www.physiotherapyalberta.ca/public_and_patients/the_you_movement_blog/understanding_pain) Accessed on Feb 10 2020

We're **reimagining mental health care** with accessible, efficient and personalized services under one roof.



The newest addition to TELUS Health Care Centres is The Mental Health Centre, offering an integrated, holistic approach to mental health and wellness.

Now open in Vancouver, BC, with new locations opening soon nationwide.

No matter what stage of life or treatment you're in, we provide fast access to services including:

- Individual, couples and group treatment
- Personalized integrative programs
- Child and youth programs
- Mindfulness and stress management programs
- State-of-the-art Esketamine and rTMS treatments
- In-person and virtual consultations

Learn more at [telushealth.com/mentalhealth](https://telushealth.com/mentalhealth) or call 1-604-200-2969.

# Spicy chocolate mousse recipe



**Prep time: 25 minutes | Makes 4 servings**

Rich in plant-based omega-3 fats and antioxidants, this nutrient-dense dessert is inspired by “xocoatl”, a decadent ancient Aztec drink brimming with chocolate and spices.

## Ingredients

- 2 ripe avocados
- 4 ½ tbsp unsweetened cocoa powder
- 4 tbsp honey or maple syrup
- 2 pinches chili powder
- ⅛ tsp ground cardamom
- ¼ tsp ground cinnamon
- 1-3 tbsp milk or milk substitute
- Raspberries or strawberries for garnish

## Method

- 1.** In a blender, combine the avocado flesh, cocoa powder, honey/maple syrup and spices until well blended (about one minute).
- 2.** Add milk if necessary, one tablespoon at a time, until desired consistency is reached.
- 3.** Taste and add a touch more honey or spice, if desired (at this point, you will still taste the avocado, but it will disappear once chilled).
- 4.** Chill for 15 minutes in the freezer.
- 5.** Garnish with berries before serving.

## Nutrition information per serving:

220 calories, 20g carbohydrates, 15g sugar, 5g fibre, 1g protein, 15g fat (2g saturated, 13g unsaturated)

Recipe adapted from Shape.com

Learn more about our nutrition services.



# Four reasons you should **not delay healthcare** during COVID-19.

By Dr. Dominik Nowak, Physician Lead for the TELUS Medical Advisory Council

In the midst of the second wave of the COVID-19 pandemic, Canadians are continuing to delay many of their “normal” activities, including social gatherings, milestone occasions and travel — and for good reason. But it’s crucial that you stay connected to healthcare, and do not delay taking care of your health.

Much of my current work as a health professional is providing patients with the care they may have postponed during the first wave of the pandemic. And yet, I’m once again seeing people delay important care amidst this new wave.



Here are four reasons you should not delay caring for your health during COVID-19:

## 1. Proactive care is important.

Even if you are feeling healthy, it's important to check in with your health professional about your preventive care. For everyone, this should include a discussion about your health priorities and goals, and about preventive measures according to your age and other risk factors. It may include immunizations, cancer screening (e.g. pap smears, mammograms, colonoscopies) and bloodwork.

These proactive visits also help us learn about your medical history and understand your values, so that when you don't feel well, you can visit a health professional who knows you.

Amidst our new wave of COVID-19, some clinics may be prioritizing more urgent visits, so contact your health professional to learn more. TELUS Health Care Centres remain open nationwide, so please do not delay [booking your head-to-toe Preventive Health Assessment](#) during the pandemic.

## 2. Reactive care is important.

When you get sick, it is just as important to seek care. If you are worried that it is an emergency, always go to your nearest emergency room or call 9-1-1. Otherwise, try to connect with a health professional who knows you well, such as your family doctor, if you have one. They will understand your medical history, context and values, and speaking with a familiar person may be most comfortable for you.

Most clinics are offering a combination of virtual and in-person visits, depending on what is most appropriate for your concern. They are also taking extra care to make sure you are safe during the visit – including distancing, masking and spacing out appointments. If you do not have a family doctor, or if you or your family members can't wait for an appointment, [virtual care](#) through the [Akira by TELUS Health app](#) is available 24/7/365 — and the notes from your virtual appointment can be shared with your family doctor with your consent.

## 3. You should discuss the COVID-19 vaccine.

There is a lot of misinformation out there about COVID-19 preventive measures and vaccines, so it's important to have this discussion with a trusted health professional who can answer your questions. For more information, our [COVID-19 Vaccine FAQ](#) is a great place to start.

## 4. Your health isn't just physical.

Not all dimensions of health are physical. It is imperative that we care for each other in the many domains of your health, including psychological, financial, social and environmental — and get the right support when you need it. Your trusted health professional can be a key ally in your total health.

To connect instantly with a health professional to discuss any non-urgent physical or mental health concerns, start a consult on the [Akira by TELUS Health app](#).





# What's happening:

## Programs and events to cultivate self-love.



### Mindfulness and meditation for beginners.



Cost: \$200.00 plus tax per person

[Learn more or register](#)

Mindfulness teaches us how to focus our attention on the present moment and observe, without judgement, what is taking place in our minds and our bodies. Led by registered dietitian and mindfulness coach Heather Feldmann, this 4-week virtual program covers various breath and mindfulness meditation exercises. Practicing mindfulness techniques daily can help you:

- Improve focus and concentration
- Build healthy stress management skills
- Enhance empathy and compassion

#### **Mondays - March 1 to 22, 2021**

10:00 am - 11:00 am PT / 11:00 am - 12:00 pm MT / 1:00 pm - 2:00 pm ET

#### **Tuesdays - March 2 to 23, 2021**

5:30 pm - 6:30 pm PT / 6:30 pm - 7:30 pm MT / 8:30 pm - 9:30 pm ET

### Virtual osteoarthritis support.



Cost: \$500.00 plus tax per person

[Learn more or register](#)

Our cutting-edge Good Life with osteoArthritis (GLA:D) rehabilitation program has gone virtual.

The program runs for 7.5 weeks and consists of three education sessions and 12 group exercise sessions designed for individuals with hip or knee osteoarthritis. Those with early to late stages of osteoarthritis can participate, and may experience a reduction in pain, an increase in lasting physical activity and an improvement in quality of life as a result of the program.

#### **Mondays and Wednesdays - Begins Monday March 8, 2021**

7:00 am PT / 8:00 am MT / 10:00 am ET

#### **Tuesdays and Thursdays - Begins Tuesday March 9, 2021**

10:00 am PT / 11:00 am MT / 1:00 pm ET

## Complimentary intuitive eating webinar.



[Register](#)

We've all been there before: angry at ourselves for overeating, "falling off the wagon", or feeling like we've failed at yet another diet plan. But the problem isn't you - it's the fact that dieting has stopped you from learning how to listen to the wisdom of your own unique body.

Join registered dietitians Sara Friedrich and Britney Lentz for an introductory webinar to explore the 10 guiding principles of intuitive eating, a revolutionary framework created by registered dietitians Evelyn Tribole and Elyse Resch. Intuitive eating can help you:

- Make peace with food and break the cycle of chronic dieting
- Cultivate a more positive body image and use food as a tool for self-care
- Truly listen to your body and care for it well

**Wednesday, March 17, 2021**

10:30 am - 11:30 am PT / 11:30 am - 12:30 pm MT / 1:30 pm - 2:30 pm ET

## Complimentary virtual skin consultation.



By February in Canada, winter's dryness often leads to skin that appears dull and tired. But radiant skin usually requires more than just a slathering of any old facial product: a healthy lifestyle and great skincare habits are prerequisites for glowing, youthful-looking skin.

Throughout the month of February, enjoy a complimentary skincare consultation to learn how TELUS Health Care Centres medical aesthetics expert Dr. Angela Ngan, MD, can support your journey to naturally gorgeous skin.

[To learn more or to register contact clinical care coordinator Keirra Soriano at 604-638-1012](#)

## Four weeks to better mental wellness challenge.



Prolonged stress and worry have become commonplace for many Canadians. But with small, consistent changes to your daily routine, you can strengthen your mindset and wellbeing in big ways.

We invite you to join our complimentary "Four weeks to better mental wellness challenge" to cultivate better mental health right now — no matter your circumstances.

**Date: Launching soon.**

[Pre-register here](#)



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