

COVID-19 Additional Emergency Resources

2-1-1 Texas

- Call 211 OR 877-541-7905
- Emergency Assistance
- Long Wait Times

Catholic Charities

- 1421 West Mockingbird Lane Dallas, TX, 75247
- **Food:** 972-246-6027
- **Financial:** 972-246-6055
- **Refugee:** 214-553-9906
- M-F from 8 am to 4:30 pm

Meals on Wheels

- Dallas District
- 214-689-2639
- Still Open & Delivering

Neighborhood Medical Center Clinic

- 5917 Belt Line Rd.
- 972-726-6464
- Free Drive Thru Testing for COVID-19

Senior Housing for Homeless

- 469-801-8119
- Emergency Assistance
- Must be 55 +

VNA Texas

- 1600 Viceroy Drive Dallas, TX, 75235
- 1-800-224-862
- 214-689-0000
- Emergency Assistance for Elderly

Interfaith Family Services

- 1651 Matilda Street Dallas, TX, 75206
- 214-827-7220
- Utility and Rent assistance available

Jobs For Displaced Workers

Dallas Regional Chamber
500 Akard St., Ste. 2600
Dallas, TX 75201

COVID-19 Emergency Utility Help Information

AT&T

- Will not terminate services for the next 60 days
- Will waive late payments and fees
- Offer services if unable to pay bill
- MUST CALL 800-288-2020 or 611
- High Call Volumes

Charter Spectrum

- Free broadband and Wi-Fi for students K-12
- Only for 60 days
- Must not already have internet access
- Opening free public hotspots for internet access
- MUST CALL 1-844-488-8395

Dallas Water

- Suspension on disconnections for next 60 days
- Payment arrangements are available
- MUST CALL 214-651-1441
- High Call Volumes

Medicare and Medicaid

- Covers COVID-19 testing
- Covers Telehealth virtual check-ins
- MUST CALL
- High Call Volumes

Verizon

- Will not terminate services for the next 60 days
- Will waive late payments and fees
- Offer services if unable to pay bill
- MUST CALL 800-922-0204
- High Call Volumes

Reliant

- Call 211 to find agencies who can aid through their CARE Program
- Clients need to call 1-866-RELIANT for payment extensions. Currently, there is a 5% fee to extend payments

Stream Energy

- Call customer service to make payment arrangements – **888-685-POWER (7693)**

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Emergency Food Pantry Information

Brother Bills Helping Hand

- 3906 North Westmoreland Road Dallas, TX, 75212
- 214-638-2196
- Drive-Thru Food Pantry
- Must Call First, Unless it's an Emergency
- Wednesdays from 10 am – 1 pm Thursdays from 10 am – 1 pm

CCD Marillac

- 2843 Lapsley St. Dallas, TX, 75212
- 214-826-8330
- Serves breakfast and lunch M-F from 8 am to 3 pm
- First come first serve

City Square Food Pantry

- 1610 S. Malcom X Blvd. Dallas, TX, 75226
- 214-823-8710
- T-F from 9 am to 1 pm
- Drive Thru and Walk-In Services
- First come first serve

Cristo Rey Dallas College Prep

- 1064 N. St. Augustine Dallas, TX, 75217
- 469-844-7956
- Tuesdays from 9:30 am – 11:30 am
- Food and Diaper Pantry

Crossroads Pantry

- 4500 S Cockrell Hill Rd
- 214-560-2511
- Requirements:
 1. Bring own grocery bags
 2. Picture ID
 3. Proof of address

Holy Spirit

- 111 W Danieldale Rd. Duncanville, TX, 75137
- 214-521-3719
- Tuesdays & Thursdays from 9 am – Noon
- Saturday from 10 am – Noon

Jan Pruitt Community Pantry

- 123 Alexander St. Lancaster, TX, 75146

- 972-591-7849
- Only Services Following Zip Codes: 75134, 75146, 75172, 75141, 75241, 75154
- Must call first

Minnie's Food Pantry

- 661 18th Street Plano, TX, 75074
- 972-596-0253
- W-SAT from 8:30 am to 11:30 am

North Texas Food Bank

- 3677 Mapleshade Ln. Plano, TX, 75075
- 214-330-1396

Pleasant Grove

- 1324 Pleasant Dr. Dallas, TX, 75217
- 214-505-1928
- M-F from 10 am to 3 pm
- First come first serve

Vickery Meadow

- 8448 Walnut Hill Lane Dallas, TX, 75231
- 214-821-5575
- Food and Clothes Pantry

Interfaith Family Services

- 1651 Matilda Street Dallas, TX, 75206
- 214-827-7220
- Drive-Thru Food Pantry
- Must Call First, Pre-registration is required
- Special drive-thru on Saturday, March 21, 9 A -Noon

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Senior Shopping Information

- **Whole Foods** – Beginning March 18th. Opens 1 hour early for shoppers 60+ in the US. Will close 2 hours early for restock and sanitizing
- **Dollar General** – Beginning March 17th. First hour of each shopping day is dedicated to senior shoppers. Store will close 1 hour early for restock and cleaning.
- **Target** – Beginning March 18th. First hour of each WEDNESDAY is reserved for vulnerable guests including elderly and those with underlying health conditions. Stores will close at 9:00 PM for restock and cleaning.
- **Walmart** – Temporary hours of operation 7:00 AM to 8:30 PM. Senior shopping events will be every Tuesday for customers 60+ beginning March 24th through April 28th. The shopping event will begin 1 hour before stores open to the public and includes pharmacy and vision centers.
- **Stop & Shop** – Beginning March 19th. Opens every day at 6:00 AM to 7:30 AM for most vulnerable customers, including those who are 60+ or have weakened immune systems.
- **Fairway Market** – Beginning March 18th. Open Monday through Saturday to shoppers 65+ and those with increased susceptibility to serious illness from 8:00 AM to 9:00 AM.
- **The Fresh Market** – Open Monday through Friday to seniors and individuals most at risk from 8:00 AM to 9:00 AM
- **Northgate Gonzales Market** – Open from 7:00 AM to 8:00 AM for seniors and those with disabilities to shop first.
- **Brookshires** – First hour of operations reserved for senior citizens. Asking community to also allow seniors to move to the front of the line throughout the day. Offering 5% daily discount to seniors. Waiving fees for all guests for curbside orders through May 5th. This includes Super 1 Foods, Spring Market, and FRESH by Brookshires.
- **Albertsons Companies** – dedicated shopping hours for senior citizens and other at-risk populations, such as pregnant women or those with compromised immune systems. At a minimum, the company will reserve every Tuesday and Thursday from 7 to 9 a.m. for those vulnerable shoppers who must leave home to obtain their groceries, unless otherwise locally mandated. Customers should check their store's

hours if they're opening on a different schedule. (for Texas residents, this would include Tom Thumb stores)

- **Market Street** – Starting Thursday, March 19, senior shopping hours (guests 60+) will be from 6-9A Monday and Thursday