



## 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)**



## COVID-19 EMERGENCY FOOD PANTRIES

### **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 18<sup>th</sup> 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



## **COVID-19 EMERGENCY FOOD PANTRIES**

### **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



## COVID-19 OTHER 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



## COVID-19 SENIOR SHOPPING RESOURCES

- **Whole Foods** – Beginning March 18<sup>th</sup>. Opens 1 hour early for shoppers 60+ in the US. Will close 2 hours early for restock and sanitizing
- **Dollar General** – Beginning March 17<sup>th</sup>. First hour of each shopping day is dedicated to senior shoppers. Store will close 1 hour early for restock and cleaning.
- **Target** – Beginning March 18<sup>th</sup>. 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 24<sup>th</sup> through April 28<sup>th</sup>. The shopping event will begin 1 hour before stores open to the public and includes pharmacy and vision centers.
- **Stop & Shop** – Beginning March 19<sup>th</sup>. 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 18<sup>th</sup>. 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 5<sup>th</sup>. 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)