



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 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



THE SENIOR SOURCE®



ELDER FINANCIAL
SAFETY CENTER

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 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)