COVID-19
KEY MESSAGES AND TALKING POINTS

April 20, 2020

Stopping the spread

Dallas County orders covering nose and mouth

- People infected with COVID-19 can spread the virus before symptoms appear.
- To help slow the spread of the virus, Dallas County issued an order that residents should wear a covering over their nose and mouth when in contact with someone who is not a household member, such as when visiting essential businesses like public transit or grocery stores.
- The covering can be a homemade mask, scarf, bandana or any other cloth covering.
- As part of the order, people who work at an essential business should also wear a face covering while working.
- The operator of an essential business may refuse service to anyone who is not wearing a face cover.
- It’s important to remember that a face mask does not substitute for social distancing and frequent hand washing.
- Learn more about face coverings by reading Dallas County’s frequently asked questions. You can also read the full order.

Testing criteria expanded

- The criteria to be tested has been expanded at the two COVID-19 testing sites in Dallas, making it possible for more people to be tested.
- The testing criteria now includes:
  - Fever, shortness of breath, and cough;
  - Anyone 65 years old and older;
  - Anyone with chronic health conditions.
- Of cases requiring hospitalization, most (69 percent) have been more than 60 years old or have at least one high-risk chronic health condition, according to Dallas County Health and Human Services.
- In particular, diabetes is the underlying health condition in about one-third of all hospitalized COVID-19 positive patients.
- View the map of COVID-19 cases by ZIP code: https://covid-analytics-ppcinnovation.hub.arcgis.com/.
Drive-through testing sites
- The community testing sites are located at 9191 S. Polk Street (Ellis Davis Field House) and 2500 Victory Plaza (American Airlines Center).
- The two sites are open daily from 8 a.m. to 5 p.m.
- Parkland offers drive-through testing by appointment only for current Parkland patients who meet the medically necessary criteria with a Parkland physician’s order. Parkland patients can contact the COVID-19 Patient Line at 214-590-8060.
- First responders and healthcare workers can also be tested at Parkland’s drive through testing site.

Beware of COVID-19 scams
- Unfortunately, there are many reports of unscrupulous groups trying to take advantage of those who are vulnerable during this crisis.
- Some individuals have received a text stating that Parkland needs donations of $5 or more.
- These texts are not from Parkland. Do not open the links or donate money.
- Parkland will never send you a text during the COVID crisis asking for donations.
- For additional information on these scams, you can send people to these sites or provide information to them from these sites:
  - www.fcc.gov/covid-scams
  - www.justice.gov/coronavirus
  - www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing

Support services for those impacted

Food assistance
- The North Texas Food Banks offers several mobile pantry dates for those in need. No appointment necessary. A car is required for pick up. For more information visit https://ntfb.org/mobile-pantry/.
- Dallas ISD offers meals at no cost while schools are closed. Learn more about eligibility and how to connect with meal services.

Child care for essential workers
- Emergency child care services for frontline healthcare workers are available via the Frontline Child Care Availability Portal. Parents can search for child care near their home or work at licensed child care centers, licensed homes, and registered homes.
- Child care resources are also available from the Texas Workforce Commission.

Income resources
- The United Way of Metropolitan Dallas offers resources for Dallas residents, such as financial assistance, tax filing information, and job opportunities.
Economic recovery and business support

- The newly established Mayor’s Task Force on COVID-19 Economic Recovery will explore how to boost the economic sectors in Dallas through economic recovery, including corporations, small businesses, nonprofits, healthcare, education, etc. Learn more.
- Under the federal Payroll Protection Program, small businesses, self-employed, and others may be eligible for low-interest loans to help cover payroll and other business costs. Applications are open now. The Office of Senator John Cornyn shared more information.
- The Office of Congressman Allred issued a Small Business Resource Guide with information about resources offered by the federal government, such as grants, business loans, etc. Access the guide here.
- The Small Business Administration is offering guidance for business owners impacted by COVID-19, including funding options relief efforts and local assistance.

Practicing self care during a crisis

- During stressful times it’s important to take care of yourself. If you are finding the changes, stress and worries hard to handle on your own, please seek help.
- Parkland’s Rebecca Corona, PhD, talks about ways to reduce stress and anxiety during a crisis. Watch the video at www.parklandhospital.com/selfcare.
- April is National Minority Health Month and the Office of Minority Health offers links to resources to maintain health and wellness while sheltering in place.
- Texas Health and Human Services offers a 24/7 mental health support line to help Texans experiencing anxiety, stress or emotional challenges due to the COVID-19 pandemic: 833-986-1919.