

senioraffairsdallas

A newsletter by the City of Dallas Office of Community Care, Senior Services



Letter from the Senior Services Team

Spring is here! With it, the weather begins to warm up and everything starts blooming around us. But, due to COVID-19, we must shelter at home and resist going in public in this beautiful weather. Staying home can have a serious impact on mental, emotional and physical wellbeing. The situation is currently very fluid, changing day by day and we have all been told to stay home. But, staying home doesn't have to be a negative thing:

- **Stay connected!** Be sure to reach out to family, friends, neighbors and acquaintances via phone, email, and social media. Isolation is a serious issue that affects everyone, especially when we're told to stay home.
- **Let the sunshine in!** If it's not too hot, be sure to open blinds during the day whenever possible, even for a short period of time.
- **Stay active!** Be sure to get up, if possible, and move around the house. Being too sedentary can affect your wellbeing.
- **Spring cleaning!** It's a good opportunity to get organized and clean surfaces with disinfectants.
- **Keep up a healthy diet!** It's important, now more than ever, to keep a healthy diet. Frozen and canned fruits and vegetables are a good substitution for fresh ones, and they last longer, too!
- **Get crafty!** Maybe it's time to start a new project or finish an old one.
- **Learn to take care of your trees!** This issue gives you ideas and recommendations on how to make the assessments for proper tree maintenance.
- **Be aware of scams!** Scammers are taking advantage of the stress and anxiety caused by the Coronavirus situation. This issue has two great articles, one from the Dallas Police Department and one from The Senior Source, on recent scams and how to prevent them.
- **Stay safe!** If you just HAVE to go outside for a bit, always take safety precautions:
 - Wash your hands regularly for 20 seconds with soap and water. If you're using hand sanitizer, the CDC recommends alcohol-based sanitizer that contains "at least 60% alcohol".
 - Keep a distance of 6 feet from other people.
- **Reach out to your primary care physician!** If you show any COVID-19 symptoms, such as fever, dry cough and shortness of breath, or if you feel sick in any way, call your primary care physician to see how they can assist.
- **Take a break from bad news!** All of us should stay up-to-date with information, especially regarding COVID-19 developments; but, too much bad news can be bad for our wellbeing.
- **Practice self-care!** Take care of your mental, emotional, and physical health by indulging in activities that promotes well-being and improves your mood, such as listening to music and meditation.
- **Don't lose hope!** There have been reports of recovery from COVID-19 all around the world.

We wish everyone a safe Spring, and we hope you enjoy this edition!

Senior Services Team

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How do I take care of my tree?

Submitted By: Karen Woodard, City Forester, Dallas Water Utilities



Caring for your trees can seem overwhelming, especially with regards to pruning and removals. However, a few simple questions may help to calm and focus the tree needs. First, determine what's wrong with your tree. One of the hardest things to do is to "see" the tree. Look closely for:

- Broken branches?
- Dead limbs?
- Cracks?
- Missing bark?
- Insects?
- Lean and/or bulging soil at the base of the tree?
- Decaying wood anywhere?

Taking time to access your tree can be overwhelming too! You may want to do this over several days, writing down your observations the first day, then coming back after a couple days and looking at it with fresh eyes, adding new things to your list, if found. Repeat this until you are comfortable with what you have found.

Now, look at the location of your tree. Is there a dead or broken limb over your house, driveway or street? This possible impact or damage may determine how quickly you need to hire a tree service.

How do I know who to hire?

- Always get multiple assessments and quotes
 - First thing you should ask for is their insurance! Remember, if they cause damage, or someone gets hurt, you will be held responsible if they do not have insurance to cover that damage or their employees
- Ask for references and, if you can, check online for reviews
- Do not allow them to persuade you to purchase unnecessary tree work.

Being armed with knowledge will help you make the best decision for you and your tree.

Questions regarding tree assessments (**NOT** tree services)? Contact Ms. Woodard by calling 214-670-0161 or emailing karen.woodard@dallascityhall.com.



DALLAS POLICE DEPARTMENT *Spring Forward* with **SAFETY**

SPRING SAFETY TIPS

Did you know...? Thursday March 5, 2020 was National "Slam the Scam" Day to draw attention to Social Security-related scams. Scammers have one goal in mind, it's to steal your personal information and your identity for financial gain. Seniors are most vulnerable to these scammers. They prey on those that are unsuspecting and trusting. Today's scammers are on the phone, at the door and online. Here are a few tips to keep you and your money safe this spring season.

- 1.** The IRS will never call you for a debt you may owe.
 - 2.** Never give your credit card, banking, social security, or any personal identifiable information over the phone unless you initiated the call.
 - 3.** Be alert against someone telling you that you have won something unsolicited like the lottery or gift cards.
 - 4.** Never pay anyone to do home repairs or yard work before doing it. A scammer will run off with the money without doing the job. It may be a door-to-door scam.
 - 5.** Never give or send money to anyone you do not know. Especially via wire transfer.
 - 6.** Don't be fooled when telemarketers are aggressively insisting that you give them money. Even for a bill that you have never heard of owing. Hang up the phone.
 - 7.** Never give out your insurance or medicare information over the phone.
 - 8.** If you think your personal information may be stolen, call your bank or credit card company immediately to report it.
- if you are a victim of a fraud or scam **CALL 911.**

For More Info: Contact 214.671.4045 Office of Community Affairs

Senior Affairs Commission Update



The Senior Affairs Commission (SAC) is a 15-member Advisory Board appointed by the Mayor and City Council to represent each district and to address the concerns of seniors within the City of Dallas. They meet once a month, except for July, and the meetings are open to the public.

The Senior Affairs Commission (SAC) has created a series of Sub-Committees to further discuss issues that pertain to the general wellbeing and positive quality of life for seniors. The Committee is currently Chaired by Jan Hart Black and Vice-Chaired by Irwin “Bill” Gart. They meet at City Hall. For more information about the SAC and/or the Sub-Committees, and meeting dates and locations, please call (214) 670-5227 or visit the following link: <https://dallascityhall.com/government/meetings/Pages/senior-affairs-commission.aspx>

The Sub-Committees are:

Safety, Health and Community Support	Chair: Commissioner Verna Mitchell (D3)
Housing and Information	Chair: Commissioner Irwin “Bill” Gart (D11)
Transportation and Outdoor Spaces	Chair: Commissioner Cannon Flowers (D7)
Social, Civic Engagement and Isolation	Chair: Commissioner Debbie Austin (D8)
Funding Priorities Ad-Hoc	Chair: Commissioner Peter Kline (D13)
Commission Development/Education Options Ad-Hoc	Chair: Commissioner Sarah Wick (D14)



Senior Affairs Commission – From left: Commissioner Carmen Arana (D1); Commissioner Myrtis Evans (D4); Commissioner Debbie Austin, (D8); Commissioner Marilyn Daniels, (D6); Commissioner Peter Kline, (D13); Chair Jan Hart Black (appointed by the Mayor); Vice-Chair Irwin “Bill” Gart, (D11); Commissioner Cannon Flowers, (D7); Commissioner Verna G. Mitchell, (D3); Commissioner Beverly Parson White, (D9).

Not shown: District 2 (Vacant); Commissioner Ja’Net Huling, (D5); Commissioner Jeri Baker (D10); Zelene Lovit (D12); Sara Wick (D14).

Senior Affairs Commission Update



On Friday, January 24, 2020, the SAC had their New Commissioner Orientation Meeting to provide information to the Committee on senior-targeted services. Senior Services staff coordinated with multiple City Departments including: Parks and Recreation, 311, Libraries, Dallas Police Department, Community Courts, Department of Housing and Neighborhood Revitalization, and Dallas Fire-Rescue.



On Monday, January 27, 2020, The SAC had their annual Workshop at the Meadows Conference Center. During the Workshop, the Commissioners brainstormed and decided on priorities and **Goals**; agreeing to the following:

- Fully incorporate the Age Friendly Dallas Plan into the SAC's work and structure.
- Provide sound recommendations to the City Council, quantifiable when possible.
- Cultivate close ties with council members, building district relationships as appropriate.

Senior Services Event Participation



The Senior Services Program continues to partner with the Dallas Coalition for Hunger Solutions. We have participated in multiple “Eating Well is a SNAP! Senior Hunger Outreach Presentations”, such as :



Wednesday, Jan 15, 2020 at Gigi Senior Villas (75203).

Staff at a Tyler St Tower (76208) on Thursday, January 16, 2020. 36 seniors attended the event.

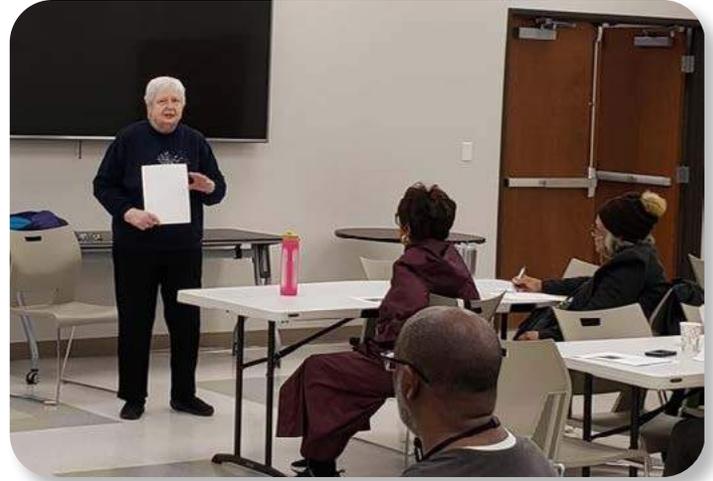


Monday, February 10, 2020, at the Urban Inter-Tribal Center.

Senior Services Event Participation



The Senior Services Program organized a Living Wills educational outreach event in partnership with attorney, Rosemary Redmond. The event took place at WellMed (75237). 34 seniors were in attendance.

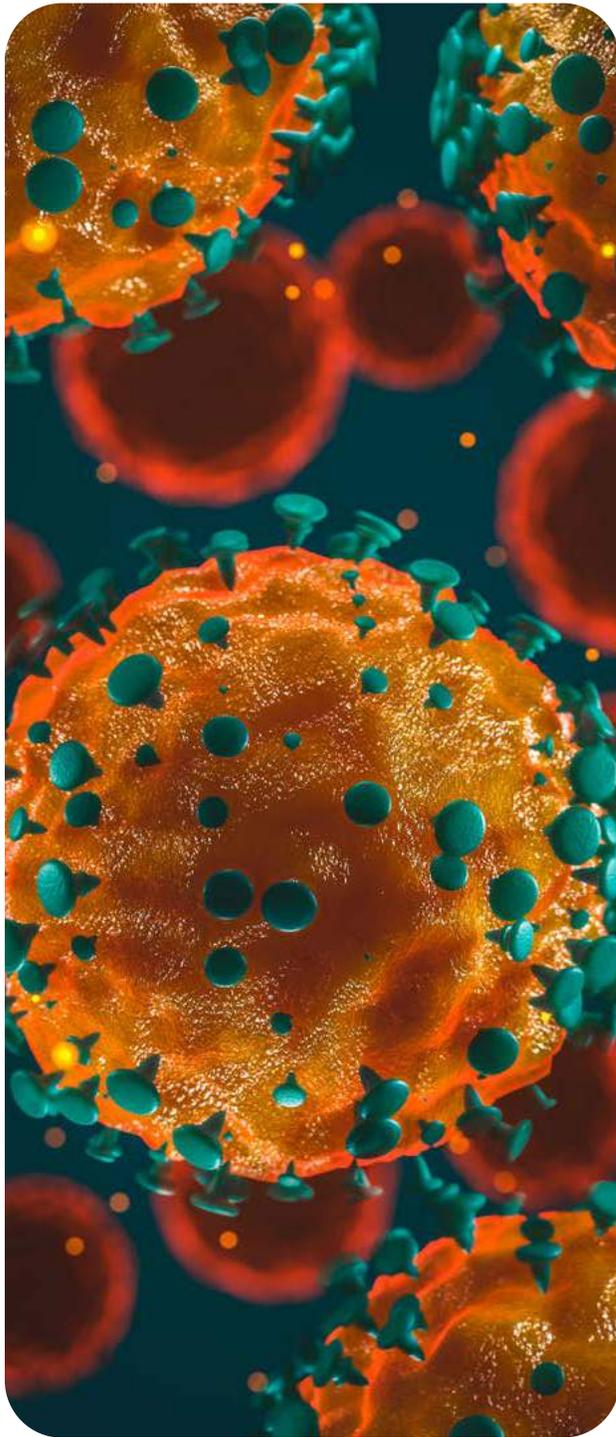


Senior Services staff participated in the Parks and Recreation's Senior Games Opening Ceremony on Thursday, February 27, 2020 at the Fair Park Food and Fiber Pavilion. Staff provided resources and information for seniors at the event.

Our office participated in The Annual Senior Living Conference on Friday, March 6, 2020. Pictured below is staff at the Annual Senior Living Conference with Senior Affairs Commissioner (SAC) for District 8, Debbie Austin.



CORONAVIRUS & THE SENIOR POPULATION



Based on information provided by the CDC, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Those at high-risk for severe illness from COVID-19 include:

- People aged 65 years and older
- People who live in a nursing home or long-term care facility

Other high-risk conditions could include:

People with chronic lung disease or moderate to severe asthma

People who have serious heart conditions

People who are immunocompromised including cancer treatment

Per the CDC, COVID-19 symptoms include fever, cough, and shortness of breath, and may appear 2-14 days after exposure. If a person shows emergency warning signs, they should seek medical attention immediately. Emergency warning signs include, but are not limited to:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

To protect yourself and others, the CDC recommends the following:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water aren't available, use a hand sanitizer (at least 60% alcohol). Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick
- Distance yourself. The recommended distance is 6 feet.
- Stay home if you are sick, except to get medical care.
- Cover your mouth and nose with a tissue or use the inside of your elbow when you cough or sneeze.
- Wear a facemask if you are sick.

Resources for COVID-19



The City of Dallas is closely monitoring the national outbreak of COVID-19 and is working with Dallas County Health and Human Services (DCHHS), The Texas Department of State Health Services (DSHS) and the Centers for Disease Control and Prevention (CDC) to ensure the City has best practices in place for the general public.

To stay up-to-date with the most recent COVID-19 developments, go to: <https://dallascityhall.com/Pages/Corona-Virus.aspx>

For resources and assistance, go to: <https://dallascityhall.com/Pages/Coronavirus-Resources.aspx>

For COVID-19 information regarding Dallas County, go to: <https://www.dallascounty.org/covid-19/>

Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>



Some good general resources for seniors include the following:

- 211 – Information & Referral
- 311 – City of Dallas
- 911 – Emergency
- Adult Protective Services: (800) 252-5400
- Dallas County Older Adult Services: (214) 819-1860
- City of Dallas OCC Senior Services: (214) 670-4218
- City of Dallas Parks and Recreation: (214) 670-4100
- Dallas Area Agency on Aging: (214) 871-5065
- Mental Health America of Greater Dallas: (214) 871-2420
- My Ride: (972) 855-8084
- National Alliance on Mental Illness: (214) 341-7133
- National Suicide Prevention Lifeline: 1-800-273-8255
- Suicide & Crisis Center of North Texas: (214) 828-1000.
» You can also text "CONNECT" to 741741 anytime
- The Senior Source: (214) 823-5700
- VNA Meals on Wheels: (214) 689-2639

Resources for COVID-19



Additional Resources:

Dallas Public Library - DPL continues to promote downloadable and e-content available through their website. They are helping people get access by email (librarycustomerservice@dallaslibrary.org), and are answering one phone line – 214-670-7809.

Dallas Water Utilities - Dallas Water Utilities staff are reminding customers that Dallas' tap water is safe to drink. DWU is also suspending water disconnections and late fees until further notice.

Office of Arts & Culture - Staff would like to highlight its webpage OAC From Home at www.dallasculture.org/oacfromhome/. In addition to all of the information and resources staff are receiving and sharing daily on www.facebook.com/dallasculture/, the Office of Arts and Culture (OAC) is producing virtual programming to be enjoyed from home. Please visit www.dallasculture.org/oacfromhome/ to browse our OAC virtual events and aggregated lists of free activities, events, inspiration, artist relief options, and other resources from all over the world. These pages are updated twice a week!

Dallas Parks and Recreation - Staff are connecting with residents online through a weekly video series called Rec@Home. This free resource teaches families different ways they can enjoy recreation and leisure activities in the safety of their own homes, as they protect themselves during the COVID-19 outbreak. These videos are 5-10 minutes long and cover topics such as fitness for all ages and healthy eating. To learn more about Rec@Home, visit DallasParks.org.



COVID-19 EMERGENCY SENIOR ASSISTANCE

The following resource guide was put together and provided by our partners at The Senior Source. We can't guarantee that some information hasn't changed.



COVID-19 EMERGENCY SENIOR ASSISTANCE

The Senior Source

3910 Harry Hines Blvd.
Dallas, TX 75219
214-823-5700

- TXU & Atmos utility assistance
- Basic needs & food help
- Assistance w/federal benefits
- Employment services
- Frauds and scams advocacy
- Help w/budgeting & finances

How to help The Senior Source

So many of our friends and families want to know how they can help. We are so grateful to you! Here are some of our ideas:

Virtual Friendly Visitor – want to be a light to someone's day?

You can help lift the spirits and offer encouragement and hope for residents and staff of Dallas County nursing home and assisted living facilities:

Correspondence for Residents and Staff (e.g., letters/notes of encouragement, greeting cards, or drawings/artwork) can be sent in care of the respective activity director. The residents/staff names cannot be provided due to privacy guidelines, however, please use the following salutations (e.g., Greetings, Dear Friend, Hello, Hi).

Donations for residents while in isolation: (New Items Only) playing cards, Checker sets, Dominoes sets, paint-by-numbers, basic craft sets, basic woodcraft kits, basic adult coloring books & color pens/markers, coloring sheets, activity sheets, word search books, puzzle books, faith-based books, large print books/novels, blank note cards/greeting cards and stamps, jigsaw puzzles (less than 50), wall or door room decorations for Spring/Summer.

Food Items: (No homemade food): Pre-packaged goods such as: assorted sandwich crackers, small bags of assorted chips, soft Cheetos, cookies, fruit snacks, jello and pudding cups, diet & regular canned/plastic bottled drinks (e.g., Root Beer, Fanta, Coke, Ginger Ale, Sprite, 7-Up), snack cakes, Goldfish crackers, candy (e.g., 3 Musketeers, Milky Way, Snickers, Twix, Hershey chocolates, Peppermint, etc.). Include sugar-free options.

Visit our website to fill out a quick form and someone from our staff will send you the name and address of the facilities that are accepting these donations via mail and online delivery.

OR...

Do you want to help a socially isolated client of The Senior Source?

Our clients are taking the CDC's recommendations very seriously to protect the health of themselves and their loved ones. While doing so, their food supply and basic care needs are at risk. The Senior Source is keeping a list of the needs of our low-income clients and you can help fulfill them! Just purchase an electronic gift card from [Amazon.com](https://www.amazon.com), [Walmart.com](https://www.walmart.com), [Visa.com](https://www.visa.com), etc. and send it to efsc@theseniorsource.org. Our staff will then use your funds to purchase the

COVID-19 EMERGENCY SENIOR ASSISTANCE

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requested items of our clients and have those items delivered safely. Please feel free to include a note such as “I hope these items brighten your day” and we will pass that along to the client.

211

- COVID-19 option to ask questions and learn about services

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

COVID-19 EMERGENCY SENIOR ASSISTANCE

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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
Facility closed
Drive-thru only
Must call
25lb-50lb boxes placed in car

Holy Spirit

111 W Daniel Dale 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

COVID-19 EMERGENCY SENIOR ASSISTANCE

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North Texas Food Bank

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

214-505-1928

M-F from 10 am to 3 pm
First come first serve

Pleasant Grove

1324 Pleasant Dr.
Dallas, TX, 75217

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

Sharing Life

Drive-Thru Food Distribution Schedule for March 23-27, 2020:

Monday: Closed for packing food boxes

Tuesday: 9 AM–Noon

Wednesday: 9 AM–Noon

Thursday: 4 PM–7 PM

Friday: 9 AM–Noon

Saturday & Sunday: Closed

ADDRESS: 3544 E. Emporium Circle • Mesquite, TX 75150

PHONE: 972-285-5819

Do I need to be an existing client to qualify to get food?
Sharing Life will give food to anyone in need.

Can I get out of my vehicle while in the drive-thru line?

It is vital that you remain in your vehicle at all times. Please have your trunk or seats cleared and ready to be loaded before you arrive. In order for us to remain compliant to the social distancing regulations, you must remain in your vehicle at all times. We will assist you as you pull forward.

COVID-19 EMERGENCY SENIOR ASSISTANCE

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Will the menu be the same each day/week?

All food bags/boxes will include staple items such as canned goods, rice, fresh produce, and frozen meats. Depending on our inventory, items may vary.

How much food will be provided?

Bags/boxes of food will accommodate a typical family of four. If your family is larger, we will provide you with additional food.

How often can I get food?

Our normal guideline is every other week. As always, individual circumstances vary and we will work to accommodate those needs.

What if I need financial assistance?

Clients needing financial assistance with rent, mortgage, or utility bills can email your request and documentation to Beth Byrum (Beth@Sharing.Life). Please call 972.445.7403, if you have additional questions.

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

COVID-19 EMERGENCY SENIOR ASSISTANCE

The following resource guide was put together and provided by our partners at The Senior Source. We can't guarantee that some information hasn't changed.



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

COVID-19 EMERGENCY SENIOR ASSISTANCE

The following resource guide was put together and provided by our partners at The Senior Source. We can't guarantee that some information hasn't changed.



- **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

COVID-19 MENTAL HEALTH RESOURCES

- **Substance Abuse and Mental Health Services Administration (SAMHSA):**
<https://www.samhsa.gov/disaster-preparedness>
Hotline: 1-800-985-5990
- See NAMI document in COVID-19 file – EFSC>Client Resources>COVID-19
- **Mental Health America:** [Mental Health and COVID-19: Information and Resources](#)
- **Everyday Health:** [12 Questions Answered on How to Handle Anxiety in the Time of COVID-19](#)
- **CDC:** [Managing Anxiety and Stress](#)
- **Child Mind Institute:** [Supporting Families During COVID-19](#)
- **Mental Health Navigation Line** – 972-525-8181



SCAM ALERT CORONAVIRUS

The Top COVID-19 Scams

SCAMMERS FOLLOW THE NEWS HEADLINES



Testing Scam – scammers are calling or knocking on doors in white lab coats or hazmat gear claiming to be with the Center for Disease Control and Prevention selling fake at-home Coronavirus tests.

Treatment Scam – scammers are calling or knocking on doors in white lab coats or hazmat gear claiming to be with the Center for Disease Control and Prevention selling fake cures, vaccines, and medical advice on unproven treatments.

Supply Scam – scammers are creating fake shops, websites, social media accounts, and email addresses to sell medical supplies in high demand, like surgical masks. When you try to purchase supplies, they pocket the money.

Provider Scam – scammers are contacting people by phone and email, pretending to be doctors and hospitals that have treated a friend or family member for COVID-19 and demanding payment.

Charity Scam – scammers are soliciting donations for individuals, groups, and areas impacted by coronavirus.

Phishing Scam – scammers are sending emails posing as health officials, including the World Health Organization and the Centers for Disease Control and Prevention. They want to trick you into downloading malware or providing personal identification and financial information.

App Scam – scammers are creating and controlling mobile apps used to track the spread of COVID-19. If used, these apps insert malware on your device that steals your personal and financial information.

Compassion & Romance Scams – scammers will use this opportunity to prey on your vulnerability while you are contained and isolated to your home, developing a friendship or romantic relationship with you to gain your trust and obtain your personal and financial information.

Contact us for help or with questions ▶ ▶ ▶

BEWARE OF RED FLAGS

- **Urgency** – scammers will apply pressure or use fear to get you to act.
- **Scarcity** – scammers will claim there is a limited supply, so you must “buy now.”
- **Social Consensus** – scammers want you to think everyone else is doing it too, and you don’t want to be left behind!
- **Credible Sources** – scammers will claim they are with a reputable business or organization.



THE SENIOR SOURCE®



ELDER FINANCIAL
SAFETY CENTER

3910 Harry Hines Blvd.
Dallas, TX 75219
214.823.5700

Email: efsc@theseniorsource.org

Website: www.theseniorsource.org

Special Thanks



T.C. Broadnax
City Manager

Jessica Galleshaw
Director, Office of Community Care

Candy Coblyn
Manager, Office of Community Care

City of Dallas Public Affairs and Outreach Office

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