

## COVID-19

# KEY MESSAGES AND TALKING POINTS



**Parkland**  
Care. Compassion. Community.

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-pccinnovation.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](http://www.fcc.gov/covid-scams)
  - [www.justice.gov/coronavirus](http://www.justice.gov/coronavirus)
  - [www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing](http://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](http://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.