



FAMILY COMMUNICATION POLICY

Covered Journey Transportation Co.

Purpose

Clear, consistent communication is central to the trust we build with every family. This policy explains how Covered Journey Transportation Co. communicates with families, support coordinators, and day programs, and how you can reach us.

Preferred Communication Channels

- Phone: (347) 902-6316 or (678) 881-7778, for urgent matters and same-day schedule issues
- Email: support.coveredjourney@gmail.com, for non-urgent questions, schedule requests, and documentation
- Written schedule confirmations, provided at intake and after any approved schedule change

Who to Contact

Topic	Who to Contact
Scheduling a new trip or changing a recurring schedule	Office — phone or email
Same-day delay or urgent issue during a scheduled ride	Office — phone (preferred for urgency)
Billing or invoice questions	Office — email
Incident follow-up	Office — phone or email, per Incident Report Form contact
Updates to medical, behavioral, or emergency contact information	Office — email, with updated form attached

Response Time Expectations

- Urgent, same-day issues: as soon as possible, typically within the hour during operating hours.
- Non-urgent questions: within one (1) business day.



- Schedule change requests: confirmed in writing within two (2) business days of request, whenever possible.

Pickup/Drop-off Notifications

Families will be notified of significant delays, route changes, or any issue affecting a scheduled pickup or drop-off as soon as it is safely possible to do so.

Communication With Support Coordinators and Day Programs

With appropriate consent on file, the Company will communicate directly with support coordinators, case managers, and day programs regarding scheduling, attendance, and safety-related updates, to support coordinated, consistent care.

Language Access

If a family's preferred language is not English, please let us know so we can identify the best way to communicate clearly, including the use of translation resources where available.

Emergency Communication

During an emergency, the Company will contact 911 first if needed, then attempt to reach the Client Representative and listed emergency contacts in the order provided on the Emergency Contact Form.

Concerns and Grievances

If you have a concern about a ride, a driver, or any aspect of our service, please contact our office directly at (347) 902-6316 or support.coveredjourney@gmail.com. We take every concern seriously and will follow up promptly. If a concern is not resolved to your satisfaction, you may request that it be escalated to Company ownership for further review.

Confidentiality

All communication regarding a Client is handled in accordance with the Company's Privacy and Confidentiality Policy.



COVERED JOURNEY TRANSPORTATION CO.

Where Every Journey Is Covered With Care

Parent/Guardian Acknowledgment Signature

Date

Date

Date