



CLIENT TRANSPORTATION HANDBOOK

A Guide for Clients, Families, and Caregivers

Welcome

Welcome to Covered Journey Transportation Co. This handbook explains how our services work, what to expect during every ride, and how we partner with families, support coordinators, and day programs to provide transportation built around trust, consistency, and individualized care.

Our Mission

To provide safe, reliable, and compassionate transportation for children, teens, and adults with developmental disabilities, autism spectrum disorder, intellectual disabilities, and other support needs — transportation that prioritizes safety, trust, familiarity, patience, and individualized care.

Our Values

- Safety First
- Reliability
- Dignity
- Compassion
- Consistency
- Professionalism
- Trust
- Independence

Services We Provide

We provide scheduled, non-emergency transportation to and from:

- Day Programs
- Community Programs
- Schools
- Medical Appointments



- Therapy Appointments
- Vocational Programs
- Recreational Activities
- Home-Based Services

Scheduling Your Rides

- Recurring rides are set up during intake and confirmed in writing.
- New trips or schedule changes should be requested at least 48 hours in advance whenever possible.
- You will receive a confirmed schedule and can request changes any time by contacting our office.

What to Expect at Pickup

- Please have the Client ready at the scheduled pickup location a few minutes before the scheduled time.
- Our driver will verify the Client's identity and confirm who is releasing the Client, per the Authorized Pickup and Release Form on file.
- Drivers will assist with boarding, seatbelt/harness use, and securing any mobility equipment.

What to Expect at Drop-off

- Our driver will release the Client only to an individual listed on the Authorized Pickup and Release Form, or following an approved independent-release arrangement.
- If no authorized person is available, our driver will follow the Company's release escalation procedure described in the Authorized Pickup and Release Form.

Vehicle Safety

- All vehicles are equipped with required seatbelts, child safety seats or harnesses as needed, and mobility equipment securement where applicable.
- Vehicles undergo regular inspection using our Driver Vehicle Inspection Form process.
- Drivers complete training in safe transport practices for riders with developmental, intellectual, and behavioral support needs.



Behavioral Support During Rides

We ask families to share known triggers, communication strategies, and calming techniques on the Medical and Behavioral Information Form so our drivers can provide consistent, individualized support. If a Client's behavior creates an immediate safety concern, the driver may pull over in a safe location and contact the family or, if necessary, emergency services.

Communication With Families

We aim to keep communication simple, timely, and respectful of your time. Our Family Communication Policy outlines how and when we will reach out, and how you can reach us. In general, please expect a response to non-urgent messages within one business day.

Cancellations and Missed Trips

Please notify us as early as possible — ideally at least two hours in advance — if a ride needs to be canceled. Our Missed Trip Policy explains how cancellations, late notice, and no-shows are handled.

Weather and Delays

Your safety always comes first. During severe weather, we may delay, modify, or cancel a trip. We will let you know as soon as possible if this affects your scheduled ride.

Billing Basics

Private-pay families are billed according to the rates in the Transportation Services Agreement. Waiver-funded trips are billed to the Client's funding source according to the authorized rate and units on file. Questions about a bill can be directed to our office at any time.

If Something Goes Wrong

Any safety incident, injury, or significant concern during transportation is documented using our Incident Report Form and shared with the Client Representative. If you ever have a concern about a ride, a driver, or our service, please contact our office directly — we want to hear from you.



How to Reach Us

Phone: (347) 902-6316 or (678) 881-7778

Email: support.coveredjourney@gmail.com

Thank You

Thank you for trusting Covered Journey Transportation Co. with one of the most important parts of your day — getting your loved one where they need to go, safely and with care.