



FAMILY WELCOME PACKET

Welcome to the Covered Journey Family

Dear Family,

On behalf of everyone at Covered Journey Transportation Co., welcome. We are honored that you are considering us — or have chosen us — to help your loved one get safely to the places that matter: day programs, school, therapy, medical appointments, vocational programs, recreational activities, and home-based services.

Why We Started Covered Journey

Covered Journey Transportation Co. was founded after recognizing a significant gap in transportation services for individuals with developmental disabilities. Many families rely on rideshare services to transport loved ones with autism and other developmental disabilities. While rideshare provides convenience, it often lacks the consistency, familiarity, training, and relationship-building necessary to support individuals with unique behavioral, communication, sensory, and developmental needs.

Covered Journey Transportation Co. was created to provide transportation that prioritizes safety, trust, familiarity, patience, and individualized care. Our goal is to become a trusted transportation partner for families, caregivers, support coordinators, waiver providers, day programs, and community organizations.

Who We Serve

- Individuals with Autism Spectrum Disorder
- Individuals with Intellectual Disabilities
- Individuals with Developmental Disabilities
- Children with special needs
- Young adults in transition programs
- Adults attending day programs
- Families receiving waiver services
- Support coordinators and community service providers

What Makes Us Different

- Consistent, familiar drivers matched to your loved one's needs whenever possible.



- Door-through-door support, with identity verification at every pickup and drop-off.
- Individualized care built from the information you share with us about communication, sensory needs, and behavioral support.
- Open, ongoing communication with families, support coordinators, and day programs.
- A team trained specifically to support riders with developmental, intellectual, and behavioral support needs — not a general rideshare driver.

Our Values

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

Getting Started

1. Complete the Parent/Guardian Intake Packet, including all required forms.
2. Return your completed packet to our team.
3. We will confirm your schedule and answer any remaining questions.
4. Your first ride will be scheduled, with a familiar driver whenever possible.

What's Included in Your Packet

- Client Intake Form
- Emergency Contact Form
- Medical and Behavioral Information Form
- Authorized Pickup and Release Form
- Transportation Services Agreement
- Transportation Consent and Acknowledgment Form
- Client Transportation Handbook
- Privacy and Confidentiality Policy



We're Here for You

If you have any questions at any point in this process, please reach out. You can call us at (347) 902-6316 or (678) 881-7778, or email support.coveredjourney@gmail.com.

Where Every Journey Is Covered With Care

That is not just our tagline — it is our promise to every family who trusts us with their loved one's transportation.