



# PARENT/GUARDIAN INTAKE PACKET

*Getting Started With Covered Journey Transportation Co.*

Dear Parent, Guardian, or Caregiver,

Thank you for considering Covered Journey Transportation Co. for your family's transportation needs. We are honored to be trusted with the safe, reliable, and compassionate transport of your loved one. This packet contains everything you need to begin services with us. Please read each form carefully, complete all required sections, and return the full packet before transportation services begin.

## How Intake Works

1. Review and complete every form included in this packet.
2. Gather any supporting documentation (waiver authorization letters, behavior support plans, medication lists, physician orders, IEP/transportation pages, etc.) if applicable.
3. Return the completed packet by email, in person, or through your support coordinator.
4. A Covered Journey team member will contact you to confirm details and schedule a brief welcome call or meet-and-greet ride, when possible.
5. Your transportation schedule will be confirmed in writing before your first ride.

## Checklist of Required Forms

Please complete and return the following documents:

- Client Intake Form
- Emergency Contact Form
- Medical and Behavioral Information Form
- Authorized Pickup and Release Form
- Transportation Services Agreement (signed)
- Transportation Consent and Acknowledgment Form
- Day Program Transportation Agreement (if applicable — to be coordinated with your program)
- Monthly Service Authorization Form (waiver-funded clients only — provided by your support coordinator)



- Copy of waiver authorization letter or service authorization (if applicable)
- Copy of behavior support plan or communication plan (if applicable)

## What to Expect

- A consistent, familiar driver whenever possible, matched to your loved one's needs.
- Door-through-door support for pickup and drop-off, including verification of authorized release.
- Vehicles equipped and maintained for safety, comfort, and any required mobility accommodations.
- Open communication with parents, guardians, support coordinators, and day programs.
- A team trained in patience, dignity, and individualized care for riders with developmental, intellectual, and behavioral support needs.

## Questions Before You Begin?

We are happy to walk through this packet with you by phone or email. Contact us at (347) 902-6316, (678) 881-7778, or support.coveredjourney@gmail.com.

### **A Note From Our Team**

*Covered Journey Transportation Co. was founded to close a real gap families face every day — the need for transportation that is not just convenient, but consistent, familiar, and built around the unique needs of riders with developmental disabilities. We are grateful to be part of your family's journey.*

## Acknowledgment of Receipt

I confirm that I have received the Parent/Guardian Intake Packet and understand that all forms must be completed before transportation services begin.

\_\_\_\_\_  
*Parent/Guardian Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Date*

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*Date*