



CLIENT FAQ HANDBOOK

Here's a quick [guide to get started](#) for clients

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Working With Your Provider

Who should I contact?

Reach out to Abella for:

Authorizations, policy confusion etc

[Here's how you can send questions and requests](#)

We encourage you to resolve issues with the provider first. For issues you absolutely aren't able to resolve with the provider, [please use this form](#)

What kind of client am I?

You may be one of the following:

- **EOR Respite Client** (you choose your provider; you approve hours)
- **Full Agency Respite Client** (Abella assigns the provider)
- **EOR Childcare Client** (private-pay or hybrid models)
- **Full Agency Childcare Client** (Abella assigns the provider)

Your service type determines how scheduling, communication, and approvals work. If you're unsure, Abella can confirm it for you.

What should I do on the day of service?

Please ensure:

- An adult is home to let the provider in
 - Your child is present and ready
 - You share any updates (behavior, routines, safety notes)
 - The provider knows your expectations for the day
 - Your home environment is safe and appropriate for care
-

What if I need to adjust the time on the day of service?

You may coordinate the new time directly with your provider.
Please keep changes reasonable and within your authorized hours.

What can my provider help with?

Providers can assist with tasks only for the child receiving services.

- Supervision
 - Engagement and play
 - Community outings (if approved)
 - Basic meal/snack prep
 - Basic household cleanup related to the child's care
 - Support with routines and calming strategies
 - Safety monitoring
-

What can providers NOT do?

Providers may not:

- Supervise siblings or other children without Regional Center approval
 - Perform housework unrelated to care
 - Administer medication
 - Drive without permission
 - Handle finances or personal information
 - Perform medical procedures
 - Transport without proper car seats
 - Engage in tasks outside the care plan
 - Work outside scheduled/authorized hours
-

Can the provider drive my child?

Driving is optional, not required. It may only occur if:

- You give explicit permission
 - Your child has the correct car seat
 - The provider feels comfortable
 - The activity is safe and appropriate
-

Can the provider take my child on outings?

Yes, if you approve it and the provider is comfortable.

Common options include parks, walks, community spaces, and nearby activities.

Please review:

- Any safety considerations
 - Boundaries or distance limits
 - Items the child needs (e.g., snacks, water, sensory items)
-

What should I tell the provider?

Share any essential safety information such as:

- Behavioral triggers
 - Allergies
 - Medical concerns (without expecting them to administer medication)
 - Routines or calming strategies
 - Your expectations for the day
-

Non-Regional Center Siblings

- Providers are not responsible for supervising or caring for siblings who are not Regional Center clients.
- Siblings may be present in the home, but they are **not included in services, documentation, or supervision.**
- Any incidental interaction is voluntary and not part of duties.

Requests such as “watch both kids for a minute,” “help with the sibling,” or “keep an eye on the baby” are not permitted.

This protects:

- Your child’s service plan,
- Your provider,

- Your family's funding,
 - And compliance with Regional Center rules.
-

Why We Do This

- Regional Center funding is **per consumer**, not per household.
 - The provider's job is to support the funded client(s), not general childcare.
 - This structure ensures safety, clear documentation, and full compliance with audits.
-

Can I change and cancel the session in my schedule?

Yes, but not through the App (FluxCare). Just contact your provider. Please be mindful of their time and cancel as soon as possible. It's best practice to cancel at least 72 hours. Cancellations mean the provider is not paid. Even if it's last minute.

What if my provider cancels?

If your provider cancels, your provider will notify you directly. You may reschedule if hours allow.

What do I need to tell my provider before each session?

Please inform the provider of any important updates, such as:

- New allergies or medications
- Recent behaviors or triggers
- Illness symptoms (yours or your child's)
- Changes in routine
- Any safety concerns

Do providers need access to my home?

Yes, providers must be allowed safely into your home to begin the session.

For safety and liability reasons:

- Providers cannot enter if no adult is present (unless an approved exception exists)
- Providers cannot wait outside for extended periods
- Providers cannot supervise siblings or guests

If you will be late returning home, notify your provider immediately.

Can providers take my child outside or on outings?

Yes, if:

- You have given permission
- The provider feels comfortable
- The outing is safe and within the care plan
- Proper car seats are provided (if driving is approved)

You may decide whether you want:

- Indoor care only
- Outdoor care near the home
- Approved outings
- Driving permissions

Be sure to communicate your preference clearly.

Can I ask for extra hours?

If you need an increase in hours, you may speak to your Regional Center Case Manager. Or you can pay providers outside of Abella.

What if my provider is not a good fit?

You may select a new provider and notify Abella. You will need to fill out the [Issues Resolution Form](#) and we will send your details over to the Provider. In an EOR model, a client's decision to end services with a provider does not constitute provider resignation or voluntary termination, even if no other assignments are available. Once you find a new provider, please send over their details so we can get them onboarded.

What if I'm running late getting home?

Notify your provider immediately if you will be late. Services must end once authorized hours are completed. Abella cannot bill, schedule, or payroll additional time. If the family and provider privately choose to extend care, this is a personal arrangement outside Abella. We are not involved in communication, documentation, or payment, and cannot facilitate these arrangements.

What if my provider feels unsafe?

Providers are instructed to leave unsafe situations immediately and if they feel unsafe due to client behavior, including violence or credible threat of harm. They can leave even midsession if the child is unattended.

Examples of unsafe situations include:

- Violence or aggression
- Weapons
- Intoxication
- Unsafe home conditions
- Unsupervised additional children

Boundaries, Safety, and Expectations

What safety standards should I expect from my provider?

Your provider must:

- Maintain constant supervision
 - Follow your safety rules
 - Keep your child within sight and reach
 - Stay off personal devices except for emergencies
 - Follow your outing and transportation permissions
 - Use proper car seats (if driving is allowed)
 - Prioritize your child's physical and emotional safety
-

What safety standards do providers expect from families?

Families are expected to maintain a safe and appropriate environment, including:

- A clean and accessible space for activities
- Safe indoor and outdoor conditions
- Functioning smoke/CO detectors
- No aggressive animals or unsafe behavior
- No weapons, illegal substances, or intoxication in the home
- A reliable way to contact you during the session

If a situation becomes unsafe, providers are required to leave immediately.

What if my child has behavioral needs?

Please inform your provider (and Abella) about:

- Triggers
- Calming strategies
- Behavioral history
- Any safety concerns

Providers are not Behavior Technicians and cannot implement ABA programs, but they can:

- Follow your instructions
 - Support routines
 - Use your child's preferred strategies
 - Maintain a safe, structured environment
-

What if my child has medical needs?

Unless you explicitly approve, providers cannot administer:

- Medication
- Injections
- Medical procedures
- Feeding tubes
- Oxygen or medical equipment

You may give medication before or during the shift as needed.

Providers can:

- Help your child follow routines
 - Supervise them after medication is administered
 - Observe and report changes
-

What should I do if an emergency happens during care?

If a serious emergency occurs:

- Providers are instructed to call 911 immediately
- They will notify you as soon as it is safe
- Abella will follow up with filling out an Incident Report

Examples include:

- Severe injuries
- Elopement/missing child
- Loss of consciousness
- Violent incidents
- Fire or home hazards

Your provider may also remove your child from the home if needed for safety. Incidents are reported confidentially and follow Regional Center rules. If however you (the client's guardian/parent etc) is one to first witness the incident, then you (not the provider) must fill out an incident report from your App (FluxCare) within the session. If the session is marked as complete already, then you'll need to use the [Incident Report Form](#).

What is considered an “incident” that must be reported?

Any unusual event that affects your child's safety, health, or behavior, such as:

- Injuries
 - Aggressive or self-injurious behavior
 - Elopement or wandering
 - Emergency responder involvement
 - Unsafe home environment
 - Illness or sudden behavioral changes
-

What boundaries must families follow?

Families may not:

- Ask providers to supervise siblings or extra children
 - Change the provider's time after the shift for convenience
 - Request inaccurate documentation
 - Have providers do housework or errands
 - Ask providers to administer medication
 - Expect providers to stay past their scheduled time without discussion
-

Can I ask my provider to help with chores or household tasks?

Providers may help with **light cleanup** related to your child (snacks, toys, spills). Their focus must remain on your child.

They cannot:

- Do dishes
- Clean bathrooms

- Do laundry
 - Run errands
 - Clean the home beyond minimal care-related tasks
-

What if I disagree with a policy?

You may contact Abella to discuss any concerns, misunderstandings, or special circumstances. We aim to support both families and providers while following Regional Center and state requirements. You can use the [General Questions Form](#)

What if I have concerns about my provider?

We take all feedback seriously. Please [report your concern](#) immediately if you notice:

- Safety issues
 - Inconsistency
 - Any situation that makes you uncomfortable
-

What if the provider's hours are wrong?

Notify the provider and they'll report the issue to Abella, we will fix it.

What if I want to choose my own provider?

Choosing your own provider is available **only through EOR**.

If you are currently using our Full Agency services and want to switch, Abella can help you transition based on your Regional Center's policies. You can [make a request here](#)

Payments, Authorizations, and Hours

How are my hours determined?

Your hours come from your Regional Center's **Individual Program Plan (IPP)** and **authorization**. Abella cannot change or increase your hours—we can only deliver the hours your Case Manager approves.

If you need more hours, discuss your needs directly with your Case Manager. You can read more about [ways to request more hours](#).

Can my provider work extra hours if I request it?

Hours must always stay within your Regional Center authorization unless you decide to pay your provider privately which can't involve Abella at all.

What happens if we go over our authorized hours?

Services beyond the authorized limit cannot be paid by the Regional Center. Any overage would be a private-pay cost and must be arranged in advance.

FluxCare will notify you if hours are at risk of running out.

What if I disagree with the hours my provider submitted?

Please speak to the provider first. If this doesn't resolve, [contact Abella](#).

How does payment work?

All providers are paid through **Gusto** after hours are approved and processed.

For families:

- You do not handle payroll
- You do not pay the provider directly
- You do not submit tax documents
- You do not need to exchange money

Abella manages payroll, taxes, documentation, and compliance.

Can I privately pay my provider for extra time?

You may privately pay your provider for:

- Extra hours beyond authorization
- Additional childcare
- Transportation or mileage
- Additional support outside Regional Center services

These private payments cannot go through Abella or appear in FluxCare. You'll need to manage those separately.

Do hours roll over?

Hours do **not** roll over. Unused hours expire. We encourage you to utilize as many hours as the provider is willing and what you need. Providers may want more work and hours. If you consistently need *more* hours, ask your Case Manager about increasing support. [Here's a guide you can use](#)

Care Expectations & Communication (Client-Facing)

What should I expect from my provider?

Your provider will:

- Arrive on time
- Stay focused on your child
- Communicate clearly and professionally
- Follow your safety rules and care preferences
- Use approved routines, calming strategies, and activity plans
- Keep your information private
- Maintain constant supervision
- Clock in and out accurately using EVV

What does my provider expect from me?

Providers expect:

- A safe home environment
- Clear communication about routines, preferences, and updates
- Accurate information about behaviors and safety issues
- Timely responses when they contact you about scheduling sessions
- Respect for boundaries
- Your guidance when needed

What information should I update my provider about?

Please inform your provider of:

- New behaviors or triggers
- Recent injuries or illness
- Sick household members
- New allergies
- Medication changes
- New safety concerns
- Updated routines
- Transportation permissions
- Any changes in supervision guidelines

The more your provider knows, the safer your child will be.

Can I text or call my provider during the session?

Yes, if it's important or related to your child's care. However, excessive messaging can disrupt supervision. For non-urgent questions, it may be better to message before or after the session.

How should I give feedback to my provider?

Simple, direct communication works best.

You may say:

- "She really enjoyed the park yesterday."
- "Today he had a rough morning, so please take it slow."
- "He does better with structured activities."
- "Next week, can we try quieter outings?"

What if I have a concern about my provider?

Abella's role is to provide a platform where services can be delivered and tracked compliantly. We rarely mediate interpersonal conflicts. We encourage clients and providers to attempt resolving disagreements individually. Here's a [document that can be helpful](#). If you have concerns about behavior, professionalism, or safety, please [inform Abella](#)

Incidents, Emergencies & Reporting

What is considered an “incident”?

An incident is **any unusual or unsafe event** that affects your child's safety, health, or behavior. Examples include:

- Injury (falls, cuts, bruises)
- Severe meltdowns or aggression
- Self-injurious behavior
- Elopement or wandering
- Sudden illness (vomiting, breathing difficulty, fainting)
- Unsafe home conditions
- Emergency responders being called
- A situation where the provider feels unsafe

Incidents must be reported for your child's protection and Regional Center compliance.

Will I know if an incident happens?

Yes. Your provider or Abella should notify you right away if something concerning occurs. You'll be able to see incident reports in your sessions history in FluxCare.

After that, Abella may contact you for more details or to complete required follow-up. You can also [submit incident reports](#) as well.

How are incidents reported?

The provider will:

1. Ensure immediate safety
2. Notify you
3. Contact Abella
4. Complete an official Incident Report

Abella then submits the report to your Regional Center if required.

These reports are confidential and exist to improve safety—not to blame or penalize families.

What should I do if I experience an emergency during care?

If a serious emergency happens:

- Call 911 immediately
- Notify the provider as soon as you are able
- After the situation stabilizes, notify Abella

If the provider is present during the emergency, they will follow the same steps.

What if my child goes missing (elopement) during a session?

Providers are trained to:

- Call 911 immediately
- Follow the family's elopement plan, if available
- Contact you right away
- Notify Abella

Elopement is always treated as a **critical incident**.

Can I tell the provider not to report something?

No. State regulations require that providers report all incidents truthfully and immediately. Trying to withhold information can jeopardize services and safety.

Are incident reports confidential?

Yes. Reports are shared only with:

- You
- Your Regional Center (if required)

They are **never** shared with other families or providers.

How can I help prevent incidents?

You can reduce risks by:

- Updating your provider on behavior changes
- Communicating triggers and calming strategies
- Securing pets, doors, and hazards

- Ensuring safe environments for outings
- Providing all necessary safety equipment (car seats, harnesses, etc.)
- Being reachable during sessions

Ending Services & Transitions

What if my provider stops working with us?

If your provider resigns or becomes unavailable:

EOR Clients:

You may choose a new provider. Abella will help with onboarding and clearances.

Full Agency Clients:

Abella will assign a replacement provider as soon as possible.

We will keep you informed throughout the transition.

How do I end services with Abella?

To end services:

1. Notify Abella
2. Notify your Case Manager
3. Fill out the [Termination of Services Form](#) from your provider portal and email it to us.
4. Ensure all hours are submitted and approved

You may end services at any time—there are no penalties.

What if my Case Manager changes my authorization?

If hours are reduced or ended:

- We will notify you immediately (or they will)
- Providers will only work within the new limits
- Any sessions beyond authorized hours must be private pay (EOR)

If hours increase, you have more authorized time to use at your own discretion.

What if I am unhappy with services?

Please [contact Abella](#). We want to understand what isn't working and adjust quickly. Your feedback is important and always welcomed.

Can I pause services temporarily?

Yes. Families may pause services for reasons such as:

- Travel
- Illness
- School schedule changes
- Behavioral regressions
- Seasonal needs

Just communicate the pause and expected return date to your provider. Also make sure you fill out the [Pause in Services Form](#) so we don't accidentally terminate your account.

What if my child's needs change significantly?

If behaviors, routines, or medical needs change:

- Update your provider
 - Consider contacting your Case Manager for a reassessment
-

Do I need to give notice before ending services?

There's no specific time frame, however, giving us at least **1 week** helps:

- Process payroll correctly
- Close authorizations
- Notify providers
- Avoid scheduling confusion

You'll need to use the [termination of services form](#)

How do I restart services after ending them?

Simply contact:

- Abella
- Your Case Manager

We will reopen your case and update your paperwork

Using Services

Before Your First Session

- Review your authorized hours
 - Confirm your service type with your provider (EOR vs Full Agency)
 - Verify your provider's start date and schedule
 - Share daily routines, triggers, calming strategies
 - Update safety information (allergies, elopement risk, behaviors)
 - Prepare necessary items (medications, diapers, snacks, sensory tools)
 - Provide emergency contacts and preferred communication method
 - Ensure the home environment is safe
-

Each Session

- Provider arrives and clocks in using EVV
 - Review plans for the session (activities, outings, needs)
 - Share any new behavior updates or health concerns
 - Be reachable by phone during the shift
 - Provider clocks out at the end of the shift
-

Safety & Incident Reporting

- Report any unsafe behaviors or new risks
 - Inform Abella of injuries, emergency calls, or illness
 - Update care plans when your child's needs change
 - Ensure outings have all required safety items (car seat, harness, etc.)
-

Communication

- Share changes in routines, school schedules, or medical needs
 - Notify Abella early for cancellations or rescheduling
 - Contact Abella if a provider is late, cancels, or seems unfit for the shift
 - Give constructive feedback directly or through Abella
-

Ending or Adjusting Services

- Notify your Case Manager if authorization changes are needed
 - Confirm all final hours are submitted/approved before case closure
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Common Reminders

- Providers cannot drive siblings unless specifically approved
- Providers cannot provide medical procedures
- Providers must report incidents — these cannot be hidden
- Hours must reflect real time worked (no rounding or adjusting)
- Unused hours do not roll over