

# INDEPENDENT SUBSIDIZED LIVING

ALBERTA ROSE MANOR, DIAMOND JUBILEE MANOR,  
MERIDIAN PIONEER MANOR, SPRUCE HAVEN MANOR &  
FOSTER MANOR



**Resident  
Handbook**  
APRIL 2025





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## Our Mission

To provide and manage independent, supportive and affordable housing for seniors.

## Our Vision

Creating homes and a supportive lifestyle for seniors in our communities.

# Welcome

Dear Resident,

As the Executive Director of Meridian Housing Foundation, I am glad to welcome you to your new home.

Meridian Housing Foundation provides high-quality affordable housing and supportive living to seniors from our contributing municipalities - Parkland County, Spruce Grove, and Stony Plain. It is our intent that your time with Meridian Housing Foundation brings you relaxation, enjoyment and satisfaction.

We've prepared this booklet to fully explain the policies of your new home.

I encourage you to explore the wonderful opportunities that await you at Meridian Housing Foundation. We look forward to you joining the Meridian Housing Foundation community.



**Lori-Anne St. Arnault**  
*Executive Director*

# **Administration**

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## **Rent Payment Schedule**

Your rent payment is due on the first of each month and will be automatically withdrawn from your bank account on that date. Any changes to bank information must be provided to the Housing Department in writing 10 business days prior to the end of the month.

## **Security Deposits**

Security deposits will be returned to you upon termination of your lease with Meridian Housing Foundation provided there is no damage or repairs required for your suite beyond normal wear and tear.

## **Rental Increases**

Meridian Housing Foundation rents are rent-geared to income (RGI) and are calculated using 30% of your Income Tax Line 15000. Each property has a maximum rent ceiling.

Rents are reviewed annually according to an administration schedule. You will receive a Rent Review letter annually requesting that you produce your Notice of Assessment for rent verification purposes.

## **Inspections**

Suite inspections are done at move in and on move out.

Maintenance reserves the right to complete interim inspections with 24-hour notice during residency.

# Complaint and Problem Resolution

**Proper steps are to be followed in addressing concerns and complaints.**

First, residents with complaints should speak with the Director of Housing.

In most cases, the issue is able to be resolved by the Director of Housing. The issue may be resolved immediately, or time may be taken to investigate and respond. As needed, a meeting between all parties will be arranged to discuss the issue. If they are unable to resolve the issue, residents may elevate the issue to the Executive Director.

If the issue is not resolved at the Executive Director level, a written grievance can be submitted to the Executive Director to escalate the issue to the Board of Directors. The resident with the complaint will be invited to the next Board Meeting to discuss their issue.

The decision of the Board of Directors is final.

## Termination

If you are planning to move, you are required to provide written notice to the Housing Department on or before the first of the month. You are required to provide at least 30 days notice.

The termination process is:

- complete a move out form,
- remove all personal belongings and furniture,
- clean suite,
- return key/fob, and
- attend move-out inspection.

## Eviction

You could be served a Notice of Eviction if you fail to comply with Meridian Housing Foundation rules and policies.

After being served a written Notice of Eviction, it is your responsibility to make alternative living arrangement and complete the lease termination process.

## Rule and Policy Compliance

If you fail to comply with our rules and policies, the following due process will occur:

- You will be given a verbal warning and we will discuss the offense with you. The discussion will be documented and placed in your resident file.
- If non-compliance continues, you will be issued a written warning; a copy will be placed in your file.
- If you still fail to comply, you will be given a written Eviction Notice; copies will be placed in your resident file.
- If you do not vacate within the time set out in the Eviction Notice, Meridian Housing Foundation will pursue all legal options, including the Residential Tenancy Dispute Resolution Service (RTDRS) to terminate the tenancy.
- The Executive Director reserves the right to proceed directly to eviction if the situation warrants.



# **Resident Responsibilities**

## **Insurance**

You must provide Meridian Housing Foundation with proof of Tenant Insurance (content and liability):

- upon move in,
- annually thereafter, and,
- if insurance changes occur.

Tenant Insurance is mandatory for all Meridian Housing Foundation residents.

## **Suite Cleanliness**

Meridian Housing Foundation residents are responsible for maintaining their suites in a manner that meets Meridian Housing Foundation standards. These standards are in place to ensure the Health and Safety of residents, employees, visitors and contractors.

Residents are responsible for cleaning all areas of their suites including, but not limited to, living and dining areas, kitchen, hallways, bedrooms, closets, bathrooms, outdoor spaces and parking spaces. To prevent infestation of rodents and insects, residents must remove any collected trash and food waste from their suites at least once a week. Carpets and rugs must be vacuumed regularly. Hard floors must be swept and cleaned regularly. Bathrooms must be cleaned frequently to prevent the formation of mold and mildew. If a resident does not clean adequately and regularly, the resident will be in breach of their lease agreement, and may be liable for reasonable cleaning charges and eviction, if corrective action is not taken.

Meridian Housing Foundation appreciates all efforts to ensure the above standards are met.



## **Storage**

To ensure the health and safety of residents, please limit belongings to what is appropriate for your suite. Bath tub and shower areas, balconies and patios, and parking stalls are not to be used for storage of personal belongings.

## **Infection Prevention and Control**

Meridian Housing Foundation encourages all residents to partake in community immunization clinics and maintain good hygiene standards when ill.

## **Noise**

Please be respectful of other residents and keep noise to a reasonable level. The Town of Stony Plain and City of Spruce Grove bylaws observe the hours of 10:00 pm to 7:00 am as quiet hours. Please also be mindful that some noise is to be expected when living in a multi-story dwelling as residents go about daily life tasks.

## **Abuse Prevention**

Meridian Housing Foundation is subject to the Protection for Persons in Care Act which protects adults, who reside in our facilities, from abuse so they may live with dignity and respect. Meridian Housing Foundation strives to provide residents with a safe living environment free from abuse. Acts of intentional abuse committed by anyone while at Meridian Housing Foundation will not be tolerated.

Please report any suspected abuse to the Director of Housing of Meridian Housing Foundation, who will assist you with the Protection for Persons in Care Act.



## Resident Conduct

In order to ensure a positive and respectful home for all, residents and their guests are expected to uphold our core values of:

- Community,
- Compassion,
- Dignity,
- Quality Care, and
- Safe Environment;



As well as the six pillars of character:

- Fairness,
- Citizenship,
- Respect,
- Responsibility,
- Caring, and
- Trustworthiness.

Residents and guests are also expected to refrain from discrimination, harassment and violence against other residents, guests and Meridian Housing Foundation employees, volunteers and contractors in accordance with the Canadian Human Rights Act.

Residents are responsible for the actions and behaviours of their guests.

Behavior/actions, which threaten the safety, security and quality of life of other residents and/or yourself, could be viewed as grounds for eviction.

# **Guidelines**

## **Smoking & Cannabis**

Smoking, including vaping/e-cigarettes and cannabis, is prohibited in all Meridian Housing Foundation buildings. Residents must use the designated outdoor smoking areas. Failure to comply with this rule will result in an eviction. Edible cannabis may be used in a residents suite in moderation.

Please note: The growth and keeping of cannabis plants on Meridian Housing Foundation property is not allowed.

## **Alcohol Consumption**

Residents are allowed to consume alcohol within private suites. Consumption of alcohol elsewhere in the buildings or on the grounds is not allowed. During special events AND with a valid liquor license in place and posted, it may be allowed in common areas.

Excessive alcohol consumption is prohibited. Abuse of alcohol will be grounds for eviction.

## **Pets**

All Meridian Housing Foundation facilities are pet free. Visiting pets are welcome, but must be under the owner's control at all times. Visiting pets are not allowed to stay overnight.

## **Wildlife**

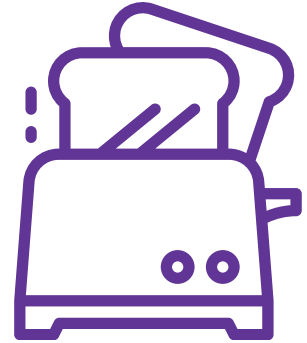
Please refrain from feeding birds and other wildlife on Meridian Housing Foundation grounds, including in the form of bird feeders. This is in order to prevent the attraction and infestation of rodents and other pests.

## Appliances and Electronics

Our suites come with a refrigerator, stove and range hood. Personal small appliances can be used in your suite such as a microwave, toaster or toaster oven as long as they are within appropriate safety standards and not over-crowded.

All electrical cords must be in good working condition. Multiple plugins are a fire hazard and are not allowed. Use power bars with surge and breaker protection.

**Please do not overload electrical outlets.**



## Barbecues

For suites with outdoor space, or where there is a bbq for building use, only electric barbecues are permitted. Propane and charcoal are prohibited.

## Grounds

No modifications should be made to the landscaping of the grounds.

Deck/Patio areas are to be kept clear of garbage and clutter and not to be used as storage.

## Wall and Door Hangings

All wall hangings must use small and appropriate nails/hooks. Use of adhesive hangers is not permitted. Wall-mounted TVs are not allowed in Meridian Housing Foundation.

Hanging items on walls outside your apartment is also not permitted. Please do not put nails in any of your apartment's doors.

## **Medical Equipment**

Meridian Housing Foundation does not supply any medical equipment. Oxygen tanks or concentrators may be used in your suites and other areas. Oxygen cylinders may be stored in your suite.

No modification of the suite for the installation of medical equipment is allowed unless approved by the Director of Housing.

## **Wheelchairs**

Use of wheelchairs in Meridian Housing Foundation buildings is only permitted after obtaining approval from the Administration office. If approved, an additional security deposit of \$300.00 is required.

## **Thermostats and Heating**

Your suite is equipped with its own thermostat for your personal comfort. Room temperatures in common areas are maintained at a reasonable temperature that satisfies the majority of our residents.

## **Windows**

Windows in your suite can be opened for your comfort during warmer seasons. However, it is important that your windows remain closed throughout the winter to reduce heat loss and prevent the freezing of pipes.

## **Air Conditioning Units**

Portable Air Conditioners are permitted and can be installed by Meridian Housing Foundation Maintenance. Residents are responsible to pay the annual air conditioning surcharge as outline in the fee schedule. Please call the maintenance office to arrange installation. Window air conditioners are not allowed.



## **Fire Hazards**

Any materials or actions that constitute a fire hazard including space heaters, propane fuel, or propane barbeques are prohibited. Failure to comply with this rule will result in eviction.

## **Fire Alarm**

If a fire alarm rings, you should exit the building and proceed to the muster point and await instruction from the Fire Department or staff.

Do not use the elevator.

## **Emergency Response**

Meridian Housing Foundation staff cannot provide you with direct medical assistance.

**Call 911 for all Emergency situations.**

## **Common Areas**

Common areas are those spaces where residents congregate outside of their suites for resident enjoyment and use, including activities, dining, laundry and more. These areas and their contents are the property of Meridian Housing Foundation and must be used respectfully. Exercise equipment is to be used at the residents' own risk.

Any modifications of and/or additions to the communal areas require approval of Meridian Housing Foundation.

Residents are responsible for their own actions and behaviours in communal areas, and must not interfere with the enjoyment and use of these spaces by others.

## Keys/Fob

You will be provided with a key/fob to your suite, mailbox and building. Fobs are not to be shared with family or others unless pre-approved by the Director of Housing. You may get a copy made of your suite key to give out in case of emergency.

Please report all lost keys or fobs to the Administration office immediately. You are responsible for the cost of replacing any lost keys and fobs and/or changing of locks.

## Security

All doors to the building are locked and require a key/fob for entry. Please ensure the door is closed behind you and do not allow strangers into the building.

Resident are encouraged to lock their suite doors.

## Visitors

Visitors are welcome at any time provided they do not disrupt other residents. The Meridian Housing Foundation Administration Office must be notified in advance of any overnight visitors staying more than seven (7) days.

## Access to Suites

If your Next of Kin or an emergency contact listed on your resident file requires access to your suite and they do not have your fob, they must arrange access with the Housing Department and provide Photo ID at the door.

## Suite Privacy

Meridian Housing Foundation retains the right to enter resident suites to perform essential work, during emergencies or for perceived medical emergencies. Whenever possible, Staff will ask permission before entering your suite.



## Resident Gift Giving

We understand that occasionally you may wish to express your gratitude towards staff. Please refrain from giving personal gifts directly to staff.

We suggest the following ways to recognize staff for their hard work:

- Donation to the Staff fund, or
- Items that benefit all staff.

## Involvement in Personal Finance/Legal Affairs

Meridian Housing Foundation staff are not allowed to be involved in resident's personal finance, including Power of Attorney, Enduring Power of Attorney, Wills, Estates, Personal Directives, Trusteeship and Guardianship.

# **Services, Utilities and Extras**

## **Maintenance**

Our Maintenance staff work hard to keep our facilities running smoothly. If you notice any area in need of repair, or if you have any electrical, plumbing or heating issues in your suite, please contact the Maintenance department to open a maintenance request. Their contact information is on the back cover of this handbook.

## **Recreation**

Meridian Housing Foundation offers a strong recreational program based out of the Whispering Waters Manor that promotes wellness and independence for our residents. Residents are welcome to participate in any of the programs and to communicate additional recreation ideas and suggestions to the Activities Coordinator.

## **Health and Safety**

Meridian Housing Foundation holds a Certificate of Recognition in Health and Safety. Your health and safety is important to us. If you have any concerns or require any safety information, you can approach our Health and Safety Advisor located in our Administration building at 4908 53 Ave, Stony Plain.

## **Volunteer Services**

Our volunteers are an essential component of Meridian Housing Foundation. We encourage family and friends to take part in our volunteer program. For more information, contact our Activities Coordinator located in Whispering Waters Manor.



## Telephone, Cable and Internet

Telephone, cable and internet lines are provided in your suite. You are responsible for connecting, disconnecting and paying for your own services using a provider of your choice. Please provide the Meridian Housing Foundation Administration Office with your telephone number once assigned.

### **\*Exceptions:**

Meridian Pioneer Manor suites are automatically provided with a building-wide Shaw Bulk Cable package. A mandatory fee for this Cable package will be added to the rent each month for these residents. Three-month notice will be posted of all service fee increases. Foster Manor is located in Wabamun, which lacks access to cable television. Foster Manor provides access to a shared Telus satellite dish for all residents. The installation of additional satellite dishes is not permitted.

## Vehicle and Scooter Parking

Limited parking for vehicles/scooters is available for an extra charge on a first-come, first-serve basis. If you are interested in obtaining parking, inform the Meridian Housing Foundation Administration Office and you will be added to the parking waiting list.

When assigned a parking spot, parking fees will be added to your monthly rent. You are only allowed to park in your assigned parking stall. Use of the parking facilities is to be done at your own risk.

Parking stalls are not to be used for long-term storage of vehicles that are not being driven. If Meridian Housing Foundation deems that the use of the stall is inappropriate, the assigned parking will be revoked.

At no times should vehicles or scooters be parked in the fire/emergency lane. Scooters are not allowed inside any Meridian Housing Foundation buildings.

## Laundry Facilities

Laundry facilities are strictly for resident use only. Laundry machines are used at the residents' own risk.



## Personal Choice Services

Meridian Housing Foundation welcomes the following outside service providers into our facilities at Whispering Water Manor for your benefit:

- Mobile Library services
- Beauty Salon
- Pedicure Services
- Massage Services
- Hearing Centre
- Various vendors for clothing, shoes and more

## Beauty Salon

The Beauty Salon located in Whispering Waters Manor is open on Wednesdays, Thursdays and Fridays. A price list for services provided is posted in the Beauty Salon. Refer to page 20 for the contact numbers.

## Pedicure and Massage Services

Pedicure and massage services are provided at Whispering Waters Manor for all residents. There is a sign-up sheet for this service on the activity bulletin board next to the calendar in the Whispering Waters Manor lobby. Refer to page 20 for the contact number.

## Community Resources

Community Resources, such as informational flyers and brochures, can be picked up from the Whispering Waters Manor lobby or Administration building. Please ask in the Administration office if you need further information about community services available for you.

# Social Clubs

## Creation and Purpose

Social Clubs can be created at any Meridian Housing Foundation building if 51% of the residents of the building are in agreement.

The purpose of the Social Club must be to benefit all residents of the building and may include:

- organizing activities and functions of interest to residents,
- keeping residents informed and active in our community, and/or
- providing social opportunities for residents.

Note: The Social Club executive are not managers of the building. Any concerns regarding the building should be addressed to the Meridian Housing Foundation Administration office.

## Governance

All residents are eligible for membership and must have the opportunity for representation and expression within the social club. No fees may be charged for membership. All meetings are to be open to all residents.

Proper notice must be given for all meetings. Procedures at meetings should follow Robert Rules of Order or some equivalent procedural manual for the purpose of conducting official business. Democratic decision making should be followed with all members of the organization having equal voting rights. Accurate minutes should be maintained for Club records.

Residents must elect a council with: President, Vice-President, Secretary and Treasurer; and a quorum of 6 is required for all decisions.

## Responsibility

All Social clubs must:

- hold an AGM to elect executives yearly and provide Meridian Housing Foundation with a copy of the signed AGM minutes,
- provide Meridian Housing Foundation with an official constitution or Club guideline that adheres to the procedures outlined in our Operations policy 7.01, and
- send a written request to Meridian Housing Foundation annually to request funds (if desired).

## Fundraising and Donations

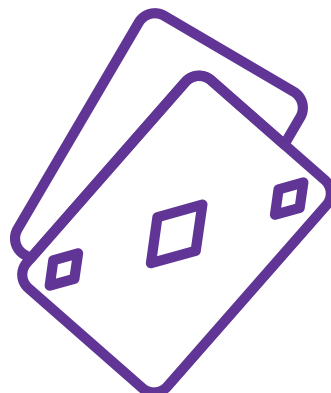
Fundraising is allowed but must be approved by Meridian Housing Foundation and be within the purposes and goals of the social club.

The social club may only accept donations of money or consumable items.

## Spending

All purchases must be limited to consumables and activities (food, catering, games, or social entertainment).

All material items, whether purchases or donated, must be approved by Meridian Housing Foundation and would become the property of Meridian Housing Foundation for insurance purposes.





# Fee Schedule



Rates are current as of January 2025.  
Subject to change.

## DIETARY

Daily/guest breakfast\* \$4.00

Daily/guest lunch\* \$10.00

Daily/guest supper\* \$6.00

*\* All meals are able to be  
purchased at Whispering Waters  
Manor*

## HOUSEKEEPING

Move Out Cleaning As per  
invoice

Contracted Carpet As per  
Cleaning invoice

## ADMINISTRATIVE

Replacement Suite \$10.00  
Key

Replacement Building \$25.00  
Key

Replacement Mail Key \$10.00

Replacement Fob \$25.00

NSF \$25.00

Suite Transfer \$500.00

## FACILITY

Electric Wheelchair \$25.00/  
month

Parking \$40.00/  
month

Scooter Parking \$40.00/  
month

Bulk Cable (MPM) \$40.60/  
month

Power \$50.00/  
(SHM, ARM, DJM) month

A/C Surcharge \$60.00/  
year

Plexiglass Fee \$40.00

## MAINTENANCE

Non-Emergency After  
Hours Call \$50.00

Service Fee for Light  
Bulb Replacement \$10.00

Ceiling fan install  
(provided by resident) \$95.00

Resident Damage and  
Repairs As per  
invoice

# Useful Contact Numbers

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Ambulance/Fire/Police . . . . .	<b>911</b>
ATS (Handibus) . . . . .	<b>780-963-5444</b>
Beauty Salon (Joanne) . . . . .	<b>780-963-3348</b>
Family & Community Support Services Stony Plain . . . . .	<b>780-963-8583</b>
Home Care Registration/Sign up	
Community Care Access (CCA) . . . . .	<b>780-496-1300</b>
Home Care (*Once Registered) . . . . .	<b>780-968-3737</b>
Meals-On-Wheels . . . . .	<b>587-357-5579</b>
Mental Health Helpline . . . . .	<b>1-877-303-2642</b>
Meridian Housing Foundation Administration Office . . . . .	<b>780-963-2149</b>
NeighbourLink Parkland . . . . .	<b>780-960-9669</b>
Pedicure and Massage (Zita) . . . . .	<b>780-905-5222</b>
Seniors Drop-In Centre . . . . .	<b>780-963-4707</b>
Seniors Association of Greater Edmonton (SAGE) . . . . .	<b>780-423-5510</b>
Senior Abuse Helpline . . . . .	<b>780-454-8888</b>
Spruce Grove Public Library . . . . .	<b>780-962-4423</b>
Stony Plain Hospital (WestView Health Centre) . . . . .	<b>780-968-3600</b>
Stony Plain Public Library . . . . .	<b>780-963-5440</b>
Town of Stony Plain Recreation Services . . . . .	<b>780-963-8591</b>
Wabamun Public Library . . . . .	<b>780-892-2713</b>

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If there is an  
**EMERGENCY** call:

**911**

For **After Hours**  
**MAINTENANCE**  
EMERGENCIES, call:  
**780-292-5612**

If there is a **MAINTENANCE** issue, call:

**780-963-2149**

or email **[maintenance@meridianfoundation.ca](mailto:maintenance@meridianfoundation.ca)**



Administrative Office:

**4908 53 Ave, PO Box 3191 Stony Plain, AB T7Z 1Y4**

**Ph: 780-936-2149**

**[www.meridianhousingfoundation.ca](http://www.meridianhousingfoundation.ca)**

**Alberta Rose  
Manor**

4616 52 Ave  
Stony Plain  
T7Z 1N9

**Diamond Jubilee  
Manor**

4612 52 Ave  
Stony Plain  
T7Z 1N8

**Meridian Pioneer  
Manor**

5007 52 Ave  
Stony Plain  
T7Z 1P6

**Spruce Haven  
Manor**

420 Main St.  
Spruce Grove  
T7X 2K8

**Foster  
Manor**

5206 50 St.  
Wabamum  
T0E 2K0