



ANN ARBOR FIRE DEPARTMENT

Standard Operating Procedures

5.06 Lift Assists



LIFT ASSISTS

Effective: September 18, 2026
Scheduled Review: September 18, 2029
Approved: Fire Chief Mike Kennedy

I. PURPOSE

The fire department will provide lift assists for non-emergency situations. The fire department will not supplement a for-profit, a community non-profit, or other entity with revenue generating activity.

II. DEFINITIONS

Assisted living facility means a for-profit business that cares for people who are unable to live alone.

Lift assist is when an individual is assisted up to a more mobile position from the ground, chair, bed, or stairs by but not treated or transported to hospital for further medical attention. Lift assists also include providing of personnel to assist with the transferring of a patient from a residence to an ambulance and vice versa for a scheduled medical appointment. A Refusal of Treatment and / or Transport Evaluation Form will be completed when indicated in accordance with Washtenaw/Livingston Medical Control Authority protocols.

Owner means a person who is responsible for the proper operation of the assisted living facility, ambulance service, or skilled nursing facility.

Skilled nursing facility means a business that cares for people that require full-time nursing assistance.

III. FEE ASSESSMENT

Effective with the FY27 budget, the fire chief or designee shall be authorized to issue a \$288.37 fee in the following situations. This fee is subject to adjustment annually during the annual budget adoption process. Assisted living facilities, skilled nursing facilities, and ambulance service providers, that are using the Fire Department for lift assists will be charged in the following circumstances:

1. Lift assists, performed for any reason, at an assisted living facility or skilled nursing facility will result in the following fee schedule:
 - First lift assist - No charge and the owner will be informed of this policy and charged for any subsequent responses to provide a lift assist.
 - Second lift assist and subsequent lifts – fee as adopted.
2. Lift assists at any location, which occur to facilitate a scheduled pick-up or drop off of a patient for an appointment by an ambulance provider other than the Ann Arbor Fire Department, will be assessed a fee. Pick-up and drop off will be assessed separately.



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- First lift assist - No charge and the ambulance company owner will be informed of this policy and charged for any subsequent responses to provide a lift assist.
- Second lift assist and subsequent lifts – fee as adopted.

IV. ADMINISTRATIVE DECISION

Notice of the imposition of the fee under the provisions of this policy shall be sent to the owner or management of the facility where the incident occurred; provided that, with respect to business premises, the owner, manager, or chief administrative agent regularly assigned and employed on the premises at the time of the occurrence shall be presumed to be the appropriate person to receive the notice, unless the City is notified otherwise. For lift assists where scheduled transport of a patient is involved, the fee will be sent to the owner of the ambulance service involved in the transport.

Waiver of Imposition - in the event the fire chief, or designee, determines that City's assessment or determination was in error or there were other mitigating facts which the commanding officer did not possess at the time of the incident, the fire chief, or designee, may waive imposition of the applicable fee.

Anyone desiring to appeal the lift assist fee must do so in writing to 111 North Fifth Ave, Ann Arbor, MI 48104, email fire@a2gov.org, or phone call 734/794-6961 no later than thirty (30) days after issuance of the notice of the fee.