

REPORT TO COUNTY COUNCIL

Artificial Intelligence Policy

To: Warden and Members of County Council

From: Director of Corporate Services

RECOMMENDATION

1. That Artificial Intelligence Policy 8.16, as attached to Report CS 2025-22, be approved and included in the General Policy Manual, effective June 25, 2025.

REPORT HIGHLIGHTS

- The Artificial Intelligence Policy establishes a governance and accountability framework to enable the use of Artificial Intelligence (AI) technologies that enhance delivery of County services and administrative functions.
- The policy sets out the County's commitment to responsible AI use to ensure ethical considerations are upheld, AI risks are managed and compliance with emerging legislation is achieved.

IMPLEMENTATION POINTS

Subject to Council's approval of the Artificial Intelligence Policy, over the next few months, an implementation plan will be developed by staff to ensure effective deployment of this policy.

Considering the rapid pace of AI technology advancement, staff will continue to monitor and assess the impacts, risks and opportunities, and will revise the policy, systems and processes as required.

Financial Impact

Implementation cost of this policy will depend on the number of administrative staff functions to be determined to benefit from the use of this technology, however a phased implementation plan will ensure the costs to be incurred in 2025 will not exceed the approved budget.

The use of AI tools as permitted by this policy will assist in gaining administrative efficiencies for routine tasks allowing more staff resources to support more complex tasks requiring direct human intervention. In spite of the staff efficiencies to be gained, that does not necessarily translate into cost savings as that staff time will be reallocated to more meaningful work that requires human intervention.

Communications




The policy will be made available to all County staff that use information technology followed by communication in the coming months detailing the deployment plan.

2023-2026 STRATEGIC PLAN

Oxford County Council approved the 2023-2026 Strategic Plan on September 13, 2023. The Plan outlines 39 goals across three strategic pillars that advance Council's vision of "Working together for a healthy, vibrant, and sustainable future." These pillars are: (1) *Promoting community vitality*, (2) *Enhancing environmental sustainability*, and (3) *Fostering progressive government*.

The recommendation in this report supports the following strategic goal.

Strategic Plan Pillars and Goals

PILLAR 1	PILLAR 2	PILLAR 3
		
Promoting community vitality	Enhancing environmental sustainability	Fostering progressive government
		Goal 3.1 – Continuous improvement and results-driven solutions

See: Oxford County 2023-2026 Strategic Plan

DISCUSSION

Background

There are some enterprise business system applications currently in use by County staff that contain embedded AI technology - Microsoft Office 365, Adobe and Google Chrome, as examples.

Although there are few policies or legislative direction related to AI either locally or nationally as this technology has been rapidly evolving, staff have determined a need for a County AI policy to mitigate some of the risks inherent in its use and to provide guidance to staff regarding the use of AI tools and leverage the opportunities that AI can present from a business and service delivery perspective.

Comments

This policy proposes a structured governance policy framework that aligns with the County's mission statement to "deliver responsible and responsive services that improve the community's social, environmental, and economic well-being" upheld by County values of "service excellence through accountability, innovation, integrity, teamwork, sustainability, diversity, equity and inclusion".

Guiding Principles

In addition to addressing a number of the County's core values, the proposed governance framework aims to address:

- Risk – evaluation of AI systems for potential ethical, legal and operational risks.
- Bias and impact – identify biases and unintended negative consequences.
- Ongoing Monitoring – for performance, fairness and security risks.
- Review and revocation – regular reviews will determine if any AI systems no longer meet policy requirements or cause harm and, if so, will be removed from use.
- Compliance with applicable laws and regulations – including access to information, copyright, intellectual property, privacy laws and County policies.
- Personal information and/or confidential information – shall not be entered in an AI system in the absence of authority to do so.
- Review of generated data before use – users are required to review all data generated for accuracy, reliability, misuse of intellectual property, privacy infringements and biases.
- Reference information generated by AI included in reports and documentation.
- Refer to the "Artificial Intelligence Generative AI Reference Sheet" for guidelines for use, adapted from the Government of Canada – Schedule "A" to the policy.

Roles and Responsibilities

The proposed framework sets out the following roles and responsibilities:

- Senior Leadership Team
 - oversees AI governance and ensures compliance with the policy and applicable regulations and legislation.
- Corporate Services - Information Technology
 - Prior to acquisition and deployment of a proposed AI system/application:
 - Provides technical guidance through a review and assessment following the AI Risk Management National Institute of Standards and Technology AI Risk Management and Framework, an internationally recognized standard; and will be subject to the Clerk's Office conducting a privacy impact assessment.
 - Also, in collaboration with the Clerk's Office, will develop a monitoring plan to ensure compliance with the policy, and applicable regulations and legislation, and manage evolving risk exposure in response to changes in the AI systems deployed.
 - Staff will be provided with ongoing training on the use of AI in the workplace to ensure the efficient implementation of this policy
- County Staff
 - Comply with the policies as they pertain to ethical use of AI technology and County privacy, reporting any concerns for, or breach of, data to Supervisor and Information Technology.

This policy aligns with relevant available legislation, frameworks and leading practices related to ethical and transparent use of AI. It sets out the County's commitment to responsible use of AI to ensure ethical considerations are upheld, AI risks are managed and compliance with emerging regulation is maintained.

CONCLUSIONS

The establishment of a governance framework for the use of AI in the County's business systems and processes will instill monitoring practices of related technology and regulatory requirements as AI continues to rapidly evolve. Staff are committed to continued engagement, monitoring and assessment of developments related to AI, and to adapt systems, processes and policy when appropriate.

SIGNATURES

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Original signed by

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Departmental approval:

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Approved for submission:

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ATTACHMENT

Attachment 1 – Artificial Intelligence Policy 8.16 (Draft)