



GENERAL POLICY MANUAL

SECTION:	Communication	APPROVED BY:	County Council
NUMBER:	8.16	SIGNATURE:	
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REFERENCE POLICY:		REVISED:	NA

Artificial Intelligence

1.0 PURPOSE

The purpose of this policy is to establish a governance and accountability framework to enable the use of Artificial Intelligence (AI) technologies that enhance delivery of County services and administrative functions while having regard for potential risks and ensuring Transparency and accountability.

2.0 SCOPE

- 2.1 This policy applies to all staff using Automated Decision Systems to fully or partially automate an administrative decision.
- 2.2 Automated Decision Systems include those that rely on AI and other technologies.
- 2.3 For AI systems used, legislative requirements such as those concerning security, privacy and information management, will apply.

3.0 DEFINITIONS

- 3.1 For the purposes of this policy:
 - 3.1.1 **Artificial Intelligence (AI)** means any technology that enables machines to simulate human intelligence, including machine learning, natural language processing, and computer vision.
 - 3.1.2 **Automated Decision System (ADS)** means software or system that makes or informs decisions without human intervention. Examples of ADS in a municipal context could include decision or related assessments of planning applications; hiring and/or appointing individuals to a position; investigations into an individual's conduct; or client assessment for supportive services.
 - 3.1.3 **Accountability** means the obligation to ensure AI systems operate as intended and their impacts are monitored and addressed.
 - 3.1.4 **Bias** means systematic and unfair discrimination against individuals or groups in AI decision-making, including both data and process Bias.
 - 3.1.5 **Confidential Data** means any information collected or communicated to the County that is not intended to be, or was reasonably expected not to be, disclosed to any other party including intellectual property and commercial trade secrets.

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- 3.1.6 **County** means the County of Oxford or Oxford County.
- 3.1.7 **Generative AI** means a type of Artificial Intelligence that generates new content, such as text, images, music, or videos, by learning patterns from existing data and generates outputs based on those patterns.
- 3.1.8 **Personal Information** means any information about an identifiable individual including, without limitation, personal identifying information, health information, and financial information.
- 3.1.9 **Transparency** means the ability to provide clear and understandable explanations of AI decisions and processes that are open and accessible to the public and stakeholders.

4.0 GUIDING PRINCIPLES

- 4.1 This policy conforms with the County Mission statement “Deliver responsible and responsive services that improve the community’s social, environmental, and economic well-being” complemented by values to uphold service excellence through accountability, innovation, integrity, teamwork, sustainability, diversity, equity and inclusion.
- 4.2 All use of AI must reasonably align with the County’s mission and values based on the following considerations:
 - 4.2.1 **Risk:** Prior to use, the evaluation of AI systems for potential ethical, legal, and operational risks.
 - 4.2.2 **Bias and Impact:** Conduct review to identify Biases and unintended negative consequences.
 - 4.2.3 **Ongoing Monitoring:** AI systems will be continually monitored for performance, fairness, and security risks.
 - 4.2.4 **Review and Revocation:** AI systems that no longer meet policy requirements or cause harm must be modified or decommissioned.
- 4.3 All use of AI, including inputting data and drawing information from AI systems, shall be done in compliance with all applicable laws and regulations including, without limitation: access to information, copyright, intellectual property, privacy laws and regulations, and County policies.
- 4.4 Personal Information and/or Confidential Data shall not be inputted into an AI system in the absence of clear lawful authority to do so, and if such authority is not available, prior written authorization and/or consent from:
 - 4.4.1 the individual to whom the Personal Information pertains to, in the case of Personal Information; and

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4.4.2 in consultation with the Clerk's Office, in the case of Confidential Data.

4.5 An AI Meeting Assistant may be used during meetings for purposes of transcription, recordkeeping or analytics, provided:

4.5.1 the use of AI is disclosed to attendees prior to its use;

4.5.2 AI generated content is reviewed for accuracy; and

4.5.3 there is no expectation that confidential or privileged information shall be discussed during the meeting.

4.6 All data generated from an AI system shall be reviewed for accuracy, reliability, misuse of intellectual property, privacy infringements and latent Biases prior to any use or reliance on the data.

4.7 All data and information generated by AI and included in final reports shall reference the source of data and/or information in a footnote.

4.8 Schedule A to this Policy provides a reference guide for using AI tools responsibly as prepared by the Government of Canada.

5.0 ROLES AND RESPONSIBILITIES

5.1 **Senior Leadership Team (SLT):** Oversees AI governance and ensures compliance with this policy, ensuring responsible AI adoption and compliance with this policy and applicable regulations and legislation; and coordinates with the Manager of Information Technology and Clerk's Office to ensure compliance with risk management, Transparency, and data governance standards.

5.2 **Information Technology:** Responsible for providing technical guidance by reviewing and assessing an AI system prior to acquisition, including without limiting the following: information technology and data related risk assessments and evaluations where required; security and ethical standards; and compatibility with the Guiding Principles contained herein.

5.3 **County Staff:** Must comply with this policy as it pertains to ethical use of AI technology and County's privacy policies. Staff shall report any concerns with potential or known undisclosed data exposure, Biases or other concerns related to AI to their supervisor and Information Technology support.

5.4 **Corporate Services Department:** Monitor use of AI within the organization and regularly update this policy to remain relevant and in compliant with legislation.

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Referenced and Related Policies

[5.38 Confidentiality Policy](#)

[8.09 Access and Privacy Policy](#)

[8.13 PHIPA Privacy Policy](#)

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Schedule “A”

General Principles for Use of AI

Adapted from the Government of Canada [*Tips to Use AI Responsibly*](#)

Principle	Do	Don't
Fair	Write your prompt or instructions in a way that will produce comprehensive, impartial responses. Check that the output is not Biased or discriminatory and does not contain harmful stereotypes.	Use outputs that are Biased, discriminatory or exclusionary, or that misrepresent population groups.
Accountable	Take responsibility for what you prepare using GenAI. Review generated content to make sure it is accurate. Check that it does not contain material that is protected by copyright; to do this, search the Internet and compare the output with published materials.	Assume the output is correct. Delegate tasks to GenAI that should be completed by a person.
Secure	Understand the terms of use of the tool. Understand how the tool collects, stores and uses data to generate content.	Input personal, proprietary, sensitive or protected information into GenAI tools. Try to find ways around the tool's safety rules.
Transparent	Disclose on the final product that you used Generative AI. Let your manager know that you used an AI tool in your work.	Pass off AI-generated content as your own work.
Educated	Learn about the strengths, limitations and responsible use of AI and GenAI tools. Learn how to create effective prompts. Learn to identify potential weaknesses in the outputs.	Use Generative AI tools to generate material you do not have the expertise to verify. Assume that a single training session is enough (keep learning as the tools evolve).
Relevant	Remember that Generative AI is not appropriate for all uses. Use it only when it helps you do your work.	Use Generative AI tools for tasks that research shows they do not do well, such as arithmetic and tasks involving nuanced or emotional language. Overly rely on Generative AI tools.

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Schedule “B”

Artificial Intelligence Use Guidelines

These guidelines are to provide additional context on the potential use of Artificial Intelligence as set out in this Policy. If users are still uncertain about authorized and appropriate use not clarified by this Policy and/or its Guidelines, contact Information Technology for assistance at support@oxfordcounty.ca.

Acceptable Uses of Artificial Intelligence

Examples where AI is considered appropriate uses by County staff.

1. Write a memo or briefing note.

Prompt: “Write a memo to the [Department] about the potential benefits of the use of Generative AI in Oxford County.”

- No personal details mentioned.
- Information is publicly available.
- Ensure to fact-check the text generated by AI.
- Ensure the AI generated text is adapted to reflect the tone, style and content used for other communications.

2. Improve your decision-making.

Prompt: “I am trying to decide if I should [Business Decision]. Give me a list of pros and cons that will help me decide why I should or should not make this decision.”

- No personal details mentioned – Business Decision is publicly available.
- Reduces Bias as the prompt seeks both pros and cons.

3. Rewrite and simplify written work.

Prompt: “Rewrite the text of my speech below in simple and easy-to-understand words. Simple and easy enough for a high school student.”

- No personal details mentioned – speech is publicly available.

4. Use the 80/20 method to learn anything faster.

Prompt: “I want to learn about [Topic]. Identify and share the most important 20% of learnings from this topic that will help me understand 80% of it.”

- Efficient way to increase productivity.
- Information is publicly available.
- Ensure to fact-check the text generated by AI.

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Unacceptable Uses of Artificial Intelligence

These are examples where using AI could pose a risk and should not be used.

1. Entering Personal Information:

Prompt: "Write a contract for an offer of employment to [Name], [Social Insurance Number], [Date of Birth]."

- This is unacceptable as personal information such as birthdays and social insurance numbers are included.

2. Confidential Documents:

Prompt: "Write a confidential report to council about a pending lawsuit."

- Do not generate content involving sensitive legal matters or those that would be considered confidential.

3. Copyrighted Content:

Prompt: "Rewrite the [Copyrighted Content] so it does not look the same."

- Unless fact-checked and backed up by a third-party source, this is unacceptable as it involves using copyrighted content without providing credit and fact-checking where necessary.

If still uncertain about the appropriateness of using AI, seek clarification from Information Technology at support@oxfordcounty.ca.