



Council Meeting – September 23, 2025

Subject: Artificial Intelligence (AI)
Report Number: CAO-25-084
Division: Office of the Chief Administrative Officer
Department: Administration
Ward: All Wards
Purpose: For Decision

Recommendation(s):

That CAO-25-084 – Artificial Intelligence (AI) Report be received as information;

And That Council approves the implementation of an Artificial Intelligence Policy for internal staff at Norfolk County

And That upon Council approval of CAO-25-084 the Artificial Intelligence recommendations proceed to the budget process in the fall for financial analysis and Council consideration within the Proposed 2026 Levy Budget as a Discretionary NBI.

Executive Summary:

Purpose of the Report:

The purpose of this report is to provide Council with information regarding the proposed implementation of an Artificial Intelligence (AI) Policy that upholds ethical standards, accountability, and transparency in the use of AI tools by County staff. This policy will ensure that AI is used to enhance service delivery and internal efficiency, while maintaining public trust.

Background and Context:

The use of Artificial Intelligence is rapidly transforming how municipalities deliver services, engage with residents, and operate internally. Across Canada, local governments are beginning to adopt structures policies to manage the risks and opportunities associated with AI technologies. These policies aim to ensure AI is used ethically, transparent, and responsibly, while also supporting innovation and efficiency.

The purpose of introducing an Artificial Intelligence Policy in Norfolk County is not to restrict the use of AI by staff, but to provide a clear framework that encourages its responsible, transparent, and effective use.

Currently, AI tools such as Microsoft Copilot are being used by staff in limited capacities. Under the proposed policy, additional tools, including ChatGPT and Claude, may be made available through County-managed accounts, upon staff request and subject to approval by the Director of IT. Any AI software considered for use by staff will undergo a thorough review by the Information Technology (IT) Department before adoption. The addition of new AI tools or platforms will remain at the discretion of the Director of IT.

Given the County's responsibility to manage large volumes of data and uphold public trust, it is essential to have clear accountability mechanisms in place to guide staff use of AI technologies. This policy will serve as a safeguard to ensure that all AI use aligns with Norfolk County's values and evolving federal and provincial legislation.

Discussions:

Artificial Intelligence is a continuously evolving tool. Generative Artificial Intelligence generates new, original digital content from text to images, music, and more by learning from existing data. Predictive AI helps organizations prepare for the future, and make informed decisions by anticipating outcomes based on data-driven insights.

During the preparation of this Report and its corresponding Attachments, staff reviewed a multitude of Artificial Intelligence policies implemented in other Ontario municipalities including Guelph, Toronto, Edmonton, and Ottawa. Staff also kept up to date with current provincial and federal Artificial Intelligence legislation, progressions in the use of AI, and news outlets reporting real time experiences with AI use in government, education, workplaces, everyday life, etc.

It is recommended that Norfolk County establish an Artificial Intelligence policy, the details and summary of which are outlined in Attachment 1. As per current legislation, staff shall include a disclaimer on their work when AI has been used in any way. Attachment 2 provides staff with Norfolk County approved AI disclaimer statements. While Artificial Intelligence is a new tool that is constantly evolving it is important for staff to have knowledge about the systems they are using, including the benefits and potential harm. Attachment 3 outlines the responsible use of generative and predictive Artificial Intelligence, this document should be read and understood by all staff members wishing to use Artificial Intelligence in their work. Along with the responsible use of AI attachment, staff are strongly encouraged to stay up to date with new progressions with AI especially as it relates to federal, provincial, and local government.

Outlined in Attachment 1, Guiding Principles' section (f), all staff and council will undergo mandatory AI training to ensure overall understanding of the AI systems being used at Norfolk County. Refresher training will be at the discretion of the Director of IT, the Deputy Clerk and the Clerk. While Artificial Intelligence can reduce staff time on a project, it does make mistakes, interpret information wrong and at times generates inaccurate and/or false information. It is staff's responsibility to have a high level of

oversight of AI's output. Staff are responsible for the content put out by AI and must carefully read and edit AI's content before using it.

The Artificial Intelligence policy will be managed and subject to change at the discretion of the County Clerk, Deputy Clerk and the Director of IT. Close oversight and maintenance of this policy are important in lowering the risks involved with the use of AI, therefore this policy must be reviewed annually by the County Clerk, the Deputy Clerk, and the Director of IT.

Conclusions:

Given Norfolk County's commitment to ethical government and transparent service delivery, the implementation of an Artificial Intelligence Policy will help ensure the responsible, secure, and equitable use of AI across all County departments. It is recommended that Council approve the adoption of the proposed AI Policy, as detailed in Attachment 1.

Finance Comments:

The purpose of the proposed policy and usage guidelines is to improve transparency and accountability around staff and Council use of AI tools. If Council chooses to support the formal use of AI tools, additional budget resources would likely be required to support initial training for all Norfolk County staff and Council members, as well as for additional licenses/subscriptions to provide access to additional tools such as ChatGPT, Claude, etc. through County managed accounts. If it is the will of Council, staff would prepare a Discretionary NBI for consideration within the Proposed 2026 Levy Budget. This would allow staff to properly determine the scope and resources required to responsibly monitor and leverage the use of these tools.

Interdepartmental Implications:

All County Staff and Council will be required to complete training and to adhere to the policy if adopted.

Consultation(s):

Staff in the Office of the CAO, Clerks, Communications, Economic Development, and IT were consulted along with Norfolk County's Senior Leadership Team.

Strategic Plan Linkage:

Serving Norfolk - ensuring a fiscally responsible organization with engaged employees who value excellent service

Attachment(s):

- Attachment 1 – Artificial Intelligence Policy
- Attachment 2 – Norfolk County Approved Artificial Intelligence Disclaimers
- Attachment 3 – Responsible use of Generative and Predictive Artificial Intelligence

Approval:

Approved By:
Al Meneses, Chief Administrative Officer

Reviewed By:
David Hill, Director of IT
Stephanie Potter, Manager, Corporate Initiatives.
Tracey Rodrigues, Deputy Clerk

Prepared By:
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