

<b>Administration</b>	<b>Corporate</b>	<b>Board Approved Date:</b>	<b>26-03-20</b>
<b>Policy</b>	<b>Generative AI Policy</b>	<b>Revision Date:</b>	<b>26-03-11</b>
<b>Policy No.</b>	<b>20-125</b>	<b>Internally Approved Date:</b>	<b>26-03-11</b>
References	<ul style="list-style-type: none"> <li>• DRNPHC Acceptable Use of Technology Policy</li> <li>• DRNPHC Privacy and Confidentiality Policy</li> <li>• DRNPHC Code of Conduct</li> <li>• Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)</li> <li>• Personal Health Information Protection Act (PHIPA)</li> <li>• Ontario Human Rights Code</li> <li>• Durham Region Generative Artificial Intelligence Use Policy</li> </ul>		
Forms	<ul style="list-style-type: none"> <li>• AI Use Acknowledgement (Staff)</li> <li>• Privacy Impact Assessment (if applicable)</li> </ul>		

## 1. Policy Statement

Durham Region Non-Profit Housing Corporation (DRNPHC) recognizes that generative artificial intelligence (GenAI) technologies can improve productivity, enhance accessibility, support innovation, and assist staff in delivering services more effectively to tenants and the community.

DRNPHC supports the responsible exploration and use of AI technologies where they enhance business operations, improve decision-making, and support service delivery, while protecting tenant privacy, maintaining public trust, and complying with all legal and ethical obligations.

The use of AI must be conducted in a responsible, transparent, secure, and ethical manner. Staff must ensure that the use of AI tools aligns with DRNPHC policies, applicable legislation, and best practices related to privacy, security, bias mitigation, intellectual property, and information accuracy.

AI tools must not replace human judgment, and all outputs must be reviewed and validated before use in official business.

## 2. Purpose

The purpose of this policy is to establish clear guardrails, responsibilities, and expectations for the responsible use of generative artificial intelligence technologies within DRNPHC.

This policy aims to:

- Encourage responsible innovation and digital transformation
- Protect tenant and organizational information
- Ensure compliance with privacy legislation and regulatory requirements
- Reduce risks related to bias, misinformation, and data misuse
- Maintain transparency and accountability in organizational decision-making

## 3. Scope

This policy applies to:

- All employees of DRNPHC
- Contractors, consultants, and temporary staff
- Board members where applicable
- Third parties performing work on behalf of DRNPHC

This policy applies to any use of generative AI technologies used for work purposes, including but not limited to:

- Writing assistance
- Data analysis
- content generation
- translation or summarization
- research support
- software or coding assistance

This policy applies whether AI tools are used through:

- web-based platforms
- software integrated into corporate systems
- third-party applications

## 4. Definitions

### **Artificial Intelligence (AI)**

Computer systems capable of performing tasks that normally require human intelligence, including learning, reasoning, analysis, and content generation.

### **Generative Artificial Intelligence (GenAI)**

A form of AI capable of generating new content such as text, images, code, or audio based on prompts or data inputs.

### **Confidential Information**

Any non-public information related to DRNPHC operations including financial information, tenant records, operational data, internal reports, or intellectual property.

### **Personal Information**

Information about an identifiable individual as defined under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

### **Personal Health Information**

Health-related information as defined under the Personal Health Information Protection Act (PHIPA).

### **Approved AI Tools**

Artificial intelligence tools approved by DRNPHC management or IT for work-related use following appropriate privacy, security, and legal review.

### **Bias**

Systematic prejudice in AI outputs that may unfairly favour or disadvantage individuals or groups.

## **5. Procedure**

### **5.1 Acceptable Use**

Employees may use approved AI tools to support routine work activities such as:

- drafting communications or reports
- summarizing documents
- brainstorming ideas
- improving writing clarity
- conducting preliminary research

AI tools should be used as an assistive tool only, and employees remain accountable for the final work product.

### **5.2 Privacy and Confidentiality**

Employees must not input the following information into public AI tools:

- tenant personal information
- tenant financial or housing information
- confidential organizational information
- legal or HR matters
- proprietary or sensitive operational data

Where AI tools are approved for internal use, employees must comply with all privacy and security requirements.

### **5.3 Accuracy and Verification**

AI outputs may contain errors or misleading information.

Employees must:

- review all AI-generated content
- verify accuracy through reliable sources
- ensure compliance with DRNPHC policies
- confirm that intellectual property rights are respected

AI outputs must never be used as final work products without human review.

### **5.4 Bias and Ethical Use**

AI-generated materials must be reviewed to ensure they do not produce:

- discriminatory language
- biased or inequitable outcomes
- inappropriate or harmful content

All AI use must comply with:

- DRNPHC Code of Conduct
- Ontario Human Rights Code
- workplace equity and inclusion standards

### **5.5 Transparency**

Where AI is used to significantly support the development of reports, policies, or public materials, staff should acknowledge its use where appropriate.

Managers may require disclosure of AI use when evaluating work products.

### **5.6 Approval of AI Tools**

New AI tools proposed for organizational use must be reviewed by management and, where required:

- Information Technology
- Privacy Officer
- Legal Counsel

Approval may require a privacy or security assessment before implementation.

### **5.7 Training**

Employees using AI tools are responsible for completing any required training related to:

- privacy protection
- cybersecurity
- accessibility
- equity and bias awareness

### **5.8 Monitoring and Compliance**

DRNPHC reserves the right to monitor use of AI tools on corporate systems and devices to ensure compliance with this policy.

Failure to comply with this policy may result in:

- disciplinary action
- removal of access to technology systems
- termination of employment or contracts in serious cases

Any suspected misuse of AI must be reported to a supervisor or management.

End.

## **AI Acceptable Use Guidelines for Staff**

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Durham Region Non-Profit Housing Corporation (DRNPHC) recognizes that Artificial Intelligence (AI) tools can support staff in improving efficiency, writing quality, research, and problem-solving. These tools must be used responsibly and in accordance with DRNPHC policies and privacy legislation.

### **Acceptable Uses**

Staff may use approved AI tools to assist with:

- Drafting emails, reports, and presentations
- Summarizing documents or meeting notes
- Brainstorming ideas or improving writing clarity
- Conducting preliminary research
- Translating or simplifying information
- Generating outlines or templates

AI should be used as a support tool, not as a replacement for professional judgment.

### **Protect Confidential Information**

Staff must never enter the following information into public AI tools:

- Tenant names or personal details
- Tenant files or case information
- Financial or banking information
- Legal or HR matters
- Internal reports, strategies, or sensitive operational data

If unsure whether information is confidential, do not enter it into AI tools.

### **Verify All AI Outputs**

AI tools can generate incorrect or misleading information.

Staff must:

- Review and edit all AI-generated content
- Verify facts and sources
- Ensure content aligns with DRNPHC policies
- Confirm accuracy before sharing internally or externally

Employees remain fully responsible for the final work product.

### **Avoid Bias and Harmful Content**

AI tools may unintentionally produce biased or discriminatory information.

Staff must ensure AI outputs:

- Respect diversity, equity, and inclusion
- Do not contain discriminatory or offensive language
- Comply with human rights legislation and DRNPHC values

### **Transparency**

Where AI is used to significantly assist in producing reports, presentations, or public materials, staff should be transparent about its use if requested by management.

### **Approved Tools**

Only AI tools approved by DRNPHC management or IT should be used for work purposes. Staff should not download or connect new AI applications to corporate systems without approval.

### **When in Doubt**

If you are unsure whether AI can be used for a task, consult:

- Your Manager
- IT
- Privacy Officer

Responsible use of AI helps protect tenant privacy, organizational integrity, and public trust.

## AI Dos and Don'ts Cheat Sheet

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### DO

- Use AI to improve writing, summarize documents, and brainstorm ideas
- Review and edit all AI outputs before using them
- Verify facts and accuracy
- Use approved AI tools only
- Protect tenant and confidential information
- Use professional judgment when applying AI-generated content

### DON'T

- Do not enter tenant information into AI tools
- Do not upload confidential documents or reports
- Do not rely on AI outputs without verification
- Do not use AI to make decisions without human review
- Do not generate discriminatory or inappropriate content
- Do not connect unapproved AI tools to corporate systems

### Remember:

AI is a tool to assist your work — not replace your judgment.  
You are responsible for anything produced using AI.