



MWI AI Policy for Ombuds

- *Purpose:* The purpose of this policy is to establish guidelines regarding the use of Artificial Intelligence (AI) when serving as an ombuds with MWI. The policy is designed to ensure that AI is used responsibly and ethically, aligning AI usage with the IOA's [Standards of Practice \(SoPs\) and Code of Ethics \(CoEs\)](#). AI may support internal drafting and analysis, but cannot replace ombuds judgment or direct engagement with visitors.
- *Definitions:* Artificial Intelligence (AI) refers to artificial intelligence systems that generate new content or outputs based on user-provided data. This includes generating text, images, or other media, recognizing patterns, and providing insights or recommendations. PII refers to Personally Identifiable Information, such as a Visitor's first name, last name, and phone number.
- *Scope:* The scope of this policy applies to any member of the MWI ombuds team, including panel members, staff, interns, and other individuals ("members") who work with visitors, and create articles, trainings, and other content.

Policy Statement:

Given MWI's commitment to upholding IOA's SoPs and CoEs, MWI members agree to the following:

- *Confidentiality:* Members have a duty to protect all identifiable information associated with a visitor or an organization.
 - AI technology is not confidential and is susceptible to breaches. Given this risk, members are prohibited from entering any Personally Identifiable Information (PII) or sensitive information into AI systems about the visitors and organizations we serve, as well as MWI. If you are unsure whether a detail might identify a visitor or organization, do not add it. This is to protect and reassure visitors that we are doing everything possible to safeguard their privacy. It is best practice to enter prompts and information anonymously, if possible. When in doubt whether a prompt is appropriate, avoid using AI and seek guidance from MWI.
 - To preserve the confidentiality and off-the-record nature of ombuds services, AI note-taking tools are not permitted in ombuds visitor meetings. These tools create records, which fundamentally alter the nature of the ombuds role. If a visitor attempts to use an AI note-taking tool during an ombuds meeting, ombuds should ask that the tool be disabled or turned off. If the tool cannot be disabled due to technical constraints, ombuds should pause the conversation and offer an alternative mode of communication that does not create a record, such as a phone conversation. Requests for accommodations are addressed through separate MWI guidance on ADA accommodations and ombuds confidentiality.

- *Responsibility:* Members who use AI to support their work with MWI agree to review, edit, validate, and ensure that what is generated by AI is your work product. It is crucial that members follow these procedures, as any member using the information generated by AI may inadvertently share inaccurate information and may be liable for plagiarism.
- *Revisions:* This document is subject to change as AI continues to evolve.

Questions and Suggested Edits? Email ombuds@mwi.org. Thanks!

Reference Materials:

- AI Tools (Note: The tools listed below are examples and will change over time.)
 - ChatGPT - <https://chatgpt.com>
 - Great for general research, drafting content, and summarization
 - *Pros:* Easy to use and will produce a more tailored response upon request.
 - *Cons:* Must cross-check outputs for inaccuracies as AI “hallucinations” are common
 - Perplexity AI - <https://www.perplexity.ai>
 - Great for research with direct source citations to verify information
 - *Pros:* Utilizes multiple AI tools at once.
 - *Cons:* Limited customization and will include inaccuracies, as with any AI tool
 - Grammarly - <https://www.grammarly.com>
 - Great for checking grammar, writing clarity, and sentence structures
 - *Pros:* Assists writers in writing clearly and concisely
 - *Cons:* Not a tool for conducting research and summarization
 - Otter.ai - <https://otter.ai>
 - Great for transcribing training sessions & non-confidential conversations
 - *Pros:* Transcribes & summarizes meetings well
 - *Cons:* The quality of the transcription depends on the version of Otter.ai. Not currently used for research and generative text.
- Videos
 - For more information on what AI is, please see the videos below.
 - [What is AI? AI Basics \(2:03\)](#)
 - [Generative AI in a Nutshell - How to survive and thrive in the age of AI \(17:56\)](#)
 - For more information on how to use AI, see the videos below.
 - [How to Use ChatGPT \(2025\)](#)
 - [30 ChatGPT Hacks You Need to Know in 2025 \(Become a PRO!\) \(23:03\)](#)