



## Artificial Intelligence Policy

### *Appropriate Use of Artificial Intelligence when having Conversations through Echo*

#### Overview:

Artificial intelligence tools are becoming more mainstream and available. Many people now regularly utilize these tools to research questions, find answers to different scenarios, and assist in written communication.

The use of artificial intelligence (AI) in online evangelism presents both opportunities and challenges for ministry. While AI can help research specific questions or locate information, it is crucial to ensure that its use aligns with the theological, ethical and relational values of the ministry.

AI also has some challenges in responding to spiritual questions. There have been recent stories of AI hallucinating, claiming to have feelings, and making things up that are simply not true. The cases where it has responded with suggestions that would hurt the guest or harm others are even more perilous.

In addition, artificially created material may be inconsistent, overly broad, and written from a generic or even unbiblical perspective. Answers may attempt to encompass all viewpoints and lack the focus and context specific to our guest and their unique circumstances.

**The ministry is fully committed to live conversation. This policy is meant to reinforce that commitment and requires that AI is only leveraged as a supportive tool that enhances our ability to answer specific questions and minister to individuals. It should never replace your own words.**

This policy establishes comprehensive guidelines for the responsible and ethical use of artificial intelligence while having conversations through the ministry. Our approach prioritizes authentic human connection, maintaining the core principles of transparency, integrity, and genuine spiritual engagement.

When utilizing AI tools, ministry representatives must ensure that AI generated content never replaces the personal, compassionate interactions that are fundamental to our mission of sharing the Gospel and part of our promise to guests.

Key guidelines in this policy include:

- Preserving the human element of ministry conversations
- Protecting the privacy and emotional well-being of individuals seeking support
- Ensuring that AI only augments rather than replaces personal spiritual guidance
- Upholding the ministry's core values of empathy, respect, and genuine connection

Guiding Principles:

#### *Preserving the Human Element of Ministry Conversations*

The integrity of live conversations with guests must be prioritized above all external sources of information or answers. Ministry interactions are fundamentally about human connection, compassion, and spiritual understanding. Empathetic conversation with another human is irreplaceable as we are here to engage in meaningful dialogue, listen actively and respond thoughtfully to the needs and concerns of guests. While AI might assist in finding information, it must never become the primary voice of the conversation.

**Live conversation is best between two people created in God's image connecting at a deeper level. Artificial Intelligence has no soul, no testimony, and does not connect in the same way that two people created by God for relationship can come together.**

Every interaction should ultimately be guided by a human who can listen empathetically, discern nuanced emotional states, and provide personalized experiences and spiritual counsel that goes beyond algorithmic and general responses. The warmth of human touch, the ability to truly hear and validate individual experiences, and the capacity for spontaneous, Spirit-led guidance cannot be replicated by technology.

#### *Protecting the Privacy and Emotional Well-being of Individuals Seeking Support*

Individuals who reach out for spiritual support are often in vulnerable states, sharing deeply personal struggles and seeking emotional and spiritual healing. All use of AI must prioritize stringent data protection, ensuring that all shared information remains confidential and is never used beyond the immediate context of the current conversation. Moreover, every response should be carefully crafted to prevent algorithmic responses that could inadvertently cause emotional harm, misinterpret complex personal situations, or provide inappropriate or insensitive guidance.

#### *Ensuring AI Only Augments Rather Than Replaces Personal Spiritual Guidance*

Ministry team members must ensure that AI-generated content aligns with the ministry statement of faith as well as our theological convictions and values. This means any material gathered through AI must be critically reviewed and filtered to remove any biases or inaccuracies. AI content should be viewed as a supportive research tool and not a substitute for genuine conversation. AI generated content must never replace the personalized, nuanced, and Spirit-led wisdom that comes from our Responders.

*Upholding the Ministry's Core Values of Empathy, Respect, and Genuine Connection*

The primary goal of the ministry is to spread the Gospel and foster spiritual growth. Any use of AI must be a direct reflection of our deepest spiritual values. Every interaction must be infused with genuine empathy, demonstrating respect for the individual's unique spiritual journey. AI can be used to find information that helps advance the conversation but should never replace human connection. Any information gathered through AI must be thoroughly reviewed to ensure responses are technically accurate but also emotionally intelligent, relevant to the conversation, and spiritually sensitive. The use of AI must not detract from the ministry showing grace and treating each person with dignity and love.

**Conclusion:**

The use of AI responses must be approached with caution and integrity. It should be seen as a supportive tool that complements human connection and live conversation, rather than replacing it. All information acquired through AI should be reviewed for accuracy and tone. Your responses should always be tailored to the specific context and needs of the guest.

**Ministry team members should never copy and paste AI generated content directly into conversations. All responses should be in your own words, reflecting your own understanding of the conversation and spiritual experience.**

We pray you will be cautious and wise when considering whether to use AI in ministry. Always review and personalize your responses seeing each conversation as a precious opportunity that God has orchestrated for you to share the Gospel. There is no substitute for your voice and story when connecting with a guest through the power of the Holy Spirit.