MindBank™

ARTIFICIAL INTELLIGENCE & OUR PRACTICE

A real person *reads your words.*

Where MindBank uses AI tools, and where it never will

A project and social enterprise of

ElevateHER Mental Health Support Services Canada

Version 1.1 · October 2026 · Companion to the Compensation Policy and Contributor Consent Framework
Reviewed annually, or within 30 days of any change in practice
Supported by the Mental Health Foundation of Nova Scotia

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Why we are saying this

MindBank exists because lived experience is professional knowledge, and because the people who hold it should be paid for it. That claim only means something if you can tell the difference between what a person contributed and what a machine produced.

So we are stating plainly where we use AI tools and where we never will. We would rather be checkable than impressive.

Where we do use AI

We use general AI tools in the running of MindBank, in the same way we use a spreadsheet or a word processor:

- Drafting and editing **our own** documents — policies, frameworks, funding applications, reports
- Financial modelling and budget work
- Reviewing published research and summarising external sources
- Website copy, sell sheets, and administrative templates
- Scheduling, correspondence, and general administration

This work is reviewed and approved by a person before it is used or published. MindBank is accountable for everything that carries its name, whatever helped produce it.

Where we never use AI

We do not generate library content. Every contribution in the MindBank library was written or spoken by a person with lived experience, who was invited, paid, and consented to its use. None of it is machine-generated, and none of it ever will be.

We do not use AI to write, rewrite, or substantially edit a contributor's words. Editorial support is a conversation with a person. A contributor approves their final version, and that version is theirs.

We do not put contributor material or contributor data through AI tools at all. Not contributions, published or unpublished. Not applications or pre-screening notes. Not consent records or payment information. These are kept on Canadian-region servers. Access is limited to the people whose role requires it: the project lead, and the clinical reviewer for applications and pre-screening. Payment information is held separately and is accessible only to the project lead (Compensation Policy §5.4).

This holds whether or not a contributor's name is attached. Removing a name does not make a piece unidentifying — an account of surviving exploitation in a small community can identify someone to the people who matter most, with no name on it at all. And de-identified Canadian material in an overseas system is still Canadian material that has left the country.

We do not use AI to decide who contributes. Applications are reviewed by the project lead, with the clinical reviewer where clinical considerations arise. No automated screening, scoring, or ranking of applicants.

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We do not use AI to read, organise, or synthesise contributor material. When forty contributions become a themed collection or a program, a person reads all forty. That is slower. It is also the thing organisations are paying for, and the reason the work is worth paying for. Where lived-experience reviewers shape that synthesis, they are paid for it under our published rates.

Transcription

Recorded interviews are one of the contribution formats we offer, and transcription is slow work. Automated transcription would save us considerable time.

We do not use it. It would mean a contributor's unpublished words passing through a third-party system, and that is the line this document draws. Interviews are transcribed by a person.

If this ever changes, this document changes first — before the practice does, not after. We would name the tool, say where it processes data, ask contributors specifically rather than assume, and let anyone decline automated transcription without declining the contribution.

What this means for organisations

Every word in the MindBank library was written by a person, and read by a person.

When you subscribe to the library or license a MindBank program, you are buying something a general-purpose AI tool cannot produce: the perspective of paid people who lived what you are designing for, gathered under a published standard with documented consent, and interpreted by someone who read all of it.

You can ask us how any piece of content came to exist, and we will tell you.

What this means for contributors

Your words are yours. They are not training data. They are not raw material for a machine to rewrite. What appears in the library is what you approved, and nothing else.

If you want to know how any part of MindBank's process works, ask. This statement is meant to answer the question before you have to.

Review

This statement is reviewed annually, alongside the Compensation Policy and the Contributor Consent Framework, or within 30 days of any change in how MindBank uses these tools.

Where our practice changes, this document changes first.

Version history. Version 1.1 (October 2026): states who can access contributor material, including the clinical reviewer's role in applications and pre-screening; refers to library subscriptions. Version 1.0 (October 2026): first publication.

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