The ChurchWiseAI Safety Covenant

Our Promise to Every Church We Serve March 2026

> *We believe AI should serve ministry, not replace it. This covenant represents our commitment to every church that trusts us with their congregation's care. It is not a legal document — it is a statement of values. Think of it as our oath: what we will always do, what we will never do, and why.*

Our Commitments

1. Human Care First

AI supports care — it never replaces it. Every crisis situation escalates to a real person. Every sensitive conversation offers human connection. Every pastoral question defers to your pastor. The AI handles the phone calls, the late-night questions, and the administrative burden so that your pastoral team can do what they were called to do: shepherd people.

ChurchWiseAI does not replace pastors. It removes the barriers that keep pastors from doing ministry.

2. Detect, Comfort, Escalate, Notify

When someone reaches out in pain, our AI follows a strict care protocol — every time, without exception:

- **Detect** emotional distress using clinical-grade pattern matching informed by the Columbia Suicide Severity Rating Scale (C-SSRS), QPR methodology, and SAMHSA guidelines. This includes direct language, euphemistic language, teen-coded expressions, elderly euphemisms, and religious framing.
- **Comfort** with genuine empathy. No platitudes. No rushing past the pain. The AI acknowledges what the person is feeling before offering any next step.
- **Escalate** to professional crisis resources immediately — the 988 Suicide & Crisis Lifeline, Crisis Text Line (text HOME to 741741), and 911. These resources appear in every crisis response. This is non-negotiable. The AI cannot skip them, delay them, or substitute them with prayer alone.
- **Notify** your pastoral team via email and SMS the moment a crisis is detected, so that no one in your congregation falls through the cracks.

3. Never Harmful

ChurchWiseAI will never:

- Provide methods of self-harm, under any circumstance
- Debate theology about suicide — it provides help, not arguments
- Give medical, legal, or financial advice
- Make promises on behalf of your church
- Claim to be a therapist, counselor, or pastor
- Guarantee outcomes, healing, or answered prayer
- Continue a conversation after a threat of violence

These boundaries are built into every layer of the system. They cannot be overridden by configuration, prompt engineering, or user manipulation.

4. Respect Pastoral Authority

Your church has its own theology, its own traditions, and its own way of caring for people. We honor that. Your AI assistant defers to your pastor on:

- Sensitive theological topics
- Divisive doctrinal questions
- Pastoral care decisions
- Church-specific policies and practices

When someone asks a question the AI should not answer, it does not guess. It does not take sides. It acknowledges the importance of the question and offers to connect the person directly with your pastoral team — through a callback, an appointment, or a simple "Let me have Pastor [Name] reach out to you."

5. Full Transparency

Churches can see everything their AI does. No black boxes. No hidden decisions.

- Every conversation transcript — voice and chat
- Every safety flag and the reason it was triggered
- Every crisis detection event and the response that was given
- Every moderation action taken
- Every prayer request, visitor contact, and callback request captured

Your admin dashboard at churchwiseai.com/admin shows you the complete picture. If the AI said it, you can read it. If the AI flagged it, you can review it. If a visitor shared something, you will see it.

6. Protect Member Privacy

Your congregation's conversations are sacred. We treat them that way.

- Conversations are stored securely and encrypted
- Only authorized church staff can access them, through role-based permissions

- We never sell, share, or monetize congregation data

- We never use your conversations to train AI models

- We never share data between churches

- Pastoral conversations are restricted to pastoral roles — not every staff member sees everything

Your members' trust is not a data product. It is a responsibility.

7. Continuous Improvement

We test our AI against over 100 real-world scenarios covering crisis situations, grief, abuse, hostile callers, edge cases, and everything in between. When we find gaps, we fix them — not next quarter, but now.

Our safety systems are updated based on the latest clinical research, emerging legislation, and the real conversations happening in your churches. We monitor new patterns, new euphemisms, and new ways that people express pain — because the language of crisis changes, and our detection must change with it.

What This Means for Your Church

When you partner with ChurchWiseAI, you are not buying a chatbot. You are gaining an AI care layer that has been purpose-built for the unique responsibilities of ministry — where a missed call might mean a missed cry for help, and where "good enough" safety is not good enough.

We built ChurchWiseAI because we believe every church deserves to be available to their community around the clock, without sacrificing safety, privacy, or pastoral authority.

This covenant is our promise that we will never stop earning your trust.

The ChurchWiseAI Team March 2026

For the full technical details behind these commitments, see our Church AI Safety & Liability Protection Guide *and our* AI Governance & Data Trust Policy.