



Dean's Forum | 2024

On Access To Justice and Dispute Resolution

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# A.I. HANDBOOK

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For Legal Professionals in  
Saskatchewan



University of Saskatchewan | College of Law

Griffin Moody | Samuel Riendeau | Hassan Sajjad

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*This handbook is provided for informational purposes only and does not constitute legal advice. The information in this handbook may not reflect the most current legal developments and is subject to change without notice. The use of Generative Artificial Intelligence or any other artificial intelligence tool is not a substitute for professional judgment. You are solely responsible for the proper use of artificial intelligence and for complying with any applicable laws, regulations, and ethical rules. In Saskatchewan, the Law Society is the sole authority on the proper use of AI in legal practice and has the power to enforce its guidelines.*

## INTRODUCTION

The Law Society of Saskatchewan (the “**Law Society**”), in the *Code of Professional Conduct* (the “**Code**”), encourages legal practitioners to weigh the advantages and disadvantages of technology use in their practice. In Paragraph [4A], lawyers are reminded of their duty to maintain technological proficiency relevant to their practice areas. Paragraph [4B] offers explanatory guidance, stating that the assessment of a lawyer’s technological competence is context-dependent.<sup>1</sup> Given the omnipresent implementation of Artificial Intelligence (“**AI**”), it is prudent for legal professionals to comprehend the effects of A.I. and its applications.

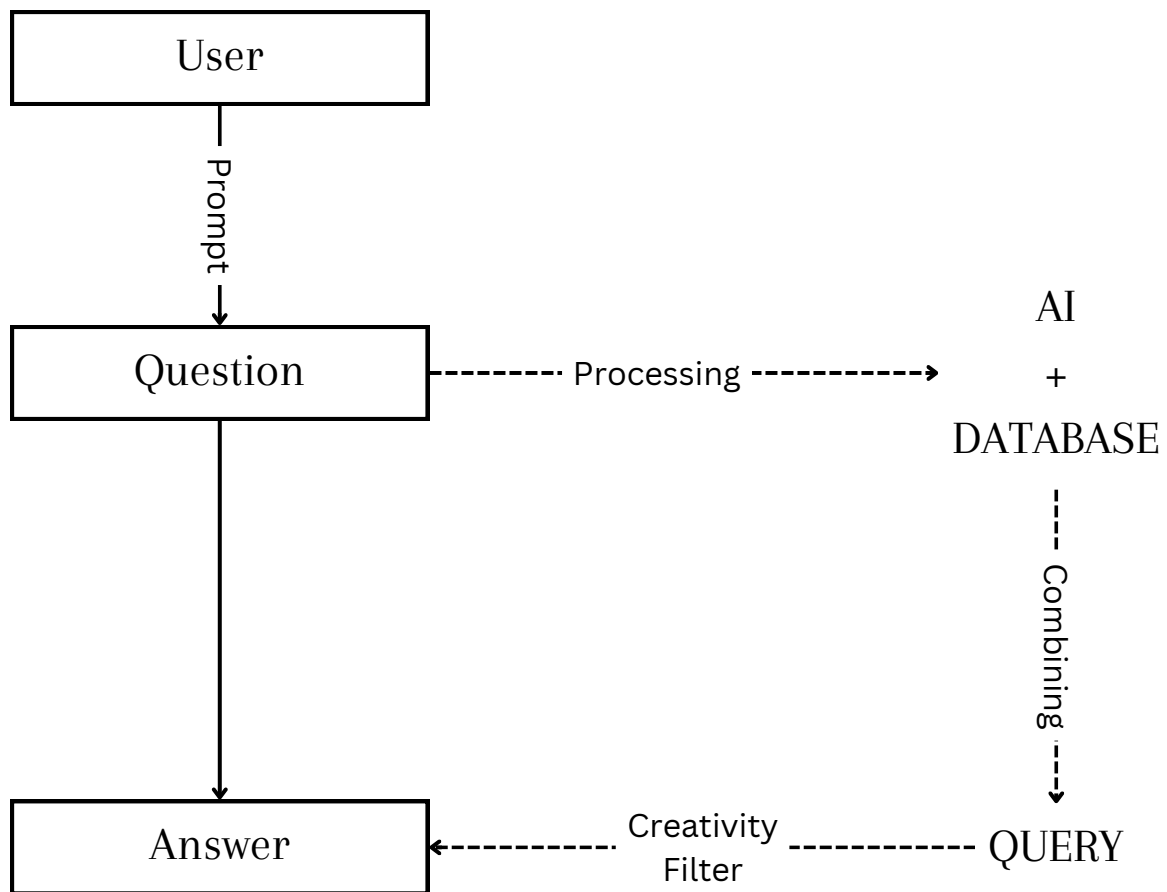
This handbook was designed to introduce legal service (i.e., those who are authorized to practice law) and information providers (i.e., trusted intermediaries, such as library staff and social workers) to the world of A.I. and to provide tips for implementing generative artificial intelligence (“**GenAI**”) into their practices. In so doing, it is our hope that the aforesaid providers will be able to reduce their time spent on necessary yet mundane or repetitive tasks (e.g., drafting legal documents) and thus spend more time working with the client and including the client in the various phases of the legal process.

To help legal service and information providers implement GenAI, or to enhance their knowledge of it, first this handbook looks at what GenAI is; second, it explains prompt engineering; third, it provides three examples of how to use GenAI as a starting point; fourth, it looks at potential issues and the solutions to be employed; finally, it looks at three available A.I. programs tailored to legal service providers.

1. See Law Society of Saskatchewan, *Code of Professional Conduct* (2023), at paras [4A]–[4B], [online](#).

# A.I. OVERVIEW

A.I. refers to machines simulating human intelligence, including learning, reasoning, problem-solving, perception, and language understanding. In recent years, the focus has shifted towards GenAI and Large Language Models (“LLMs”). LLMs are trained on vast amounts of data and predict the next word in a sentence based on all the previous words; in other words, LLMs mimic natural language based on their training data. GenAI tools generate statistically probable outputs when prompted, and they can almost instantly create seemingly new content appropriate for the task, including essays, blog posts, poetry, designs, images, videos, and software code. Many GenAI tools, such as Microsoft’s CoPilot, enable the user to adjust the “creativity” setting, which adjusts the extent to which the GenAI will draw off its database or create “new” content.<sup>1</sup>

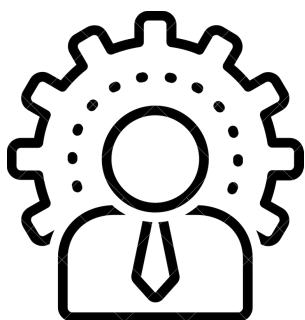


1. See Bloomberg Law, “Artificial Intelligence for Lawyers Explained” (2023), [online](#); see also Databricks, “Generative AI and large language models (LLMs) on Databricks” (27 February 2024), [online](#).

## BENEFITS



### Drafting Legal Documents



### Administrative Functions



### Client Management

By incorporating A.I. technology, legal service and information providers can optimize their productivity and allocate more time towards client-focused work. Utilizing A.I. may also result in swift case resolution and, thus, a greater capacity to serve more people. Ultimately, these advantages may translate into a more compassionate approach towards clients, enabling said providers to see them as individuals going through challenging circumstances rather than passive recipients of legal assistance or information.<sup>1</sup>

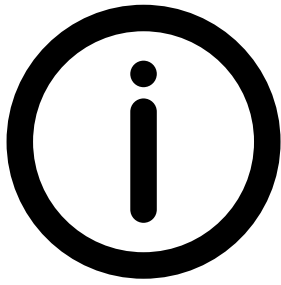
1. See generally CBA Access to Justice Committee, *Reaching Equal Justice: An Invitation to Envision and Act, Report of the CBA Access to Justice Committee* (Ottawa: The Canadian Bar Association 2020) at 12.

# PROMPT ENGINEERING

## Building prompts to maximize outputs

# PROMPT ENGINEERING

Prompt engineering is the process of refining prompts that a user inputs into GenAI. Precise, comprehensive prompts allow A.I. models to better understand the task they are being asked to perform, in turn producing outputs that are more relevant and accurate.<sup>1</sup>



**Background Information:** Provide the (i) field of law; (ii) jurisdiction; and (iii) the purpose of the inquiry.



**Scope of Inquiry:** Craft a well-defined objective in your prompt so the GenAI can produce tailored outputs.



**Precise Language:** Avoid or clarify ambiguous language – using legal terminology can aid the GenAI in understanding what exactly you are asking.

1. See Juro, “A guide to legal prompt engineering in 2024” (17 October 2023), [online](#).

## Utilizing A.I.

### Example 1: Joint-Tenants

This section of the Handbook walks through three examples of how one could utilize free-to-use GenAI to get started on a legal problem.

Microsoft's Copilot is free to use and can be used as an excellent first point for research. Take, for example, using Copilot to tackle this legal problem in the Saskatchewan context:

#### Prompt

*I am a lawyer practicing in Saskatchewan, Canada. My client, Hank, is a joint tenant of a house (fee-simple). He is not in a romantic relationship with the other joint-tenant, Jimmy. Hank wants to sell. Jimmy does not. What laws are applicable in these circumstances? How shall I proceed?*

#### Output

*As a lawyer practicing in Saskatchewan, Canada, you should be aware of the legal implications of joint tenancy and the options available for your client, Hank, who wants to sell his share of a house that he owns jointly with Jimmy.*

*Joint tenancy is a form of co-ownership that gives each owner an undivided interest in the entire property and a right of survivorship. This means that if one owner dies, the other owner automatically inherits the whole property. It also means that one owner cannot sell or transfer his or her share without the consent of the other owner.*


*If Hank and Jimmy cannot agree on selling the property, Hank has the right to apply to the court for an order of partition or sale under the Partition Act. This is a statutory remedy that allows a co-owner to force a division or sale of the property when there is a dispute or deadlock among the owners. The court has the discretion to order a partition or sale, depending on the circumstances and the best interests of the parties.*

*[...]*

*In summary, the laws that are applicable in these circumstances are the Land Titles Act, which governs the registration and transfer of land titled in Saskatchewan, and the Partition Act, which provides a remedy for co-owners who want to sell or divide their property. Hank can either apply to the court for an order of partition or sale, or try to negotiate with Jimmy and reach a mutual agreement. As a lawyer, you should advise Hank of the advantages and disadvantages of each option and help him pursue his best interests.*

## Utilizing A.I. Example 1: Joint-Tenants

However, be aware that it is not often it generates the same outputs. Consider this output, to the same prompt:

 Your personal and company data are protected in this chat

In Saskatchewan, the laws governing joint tenancy and the sale of jointly owned property are complex. Here are some key points that might be relevant to your situation:

1. **Joint Tenancy:** When owners hold title as Joint Tenants, they each own 100% of the title, but they own it together as one <sup>1</sup>. In the event of the death of one joint owner, the surviving owner retains 100% ownership <sup>1</sup>.
2. **Selling Jointly Owned Property:** According to Section 156 of the Land Titles Act in Saskatchewan, no title or interest held in joint tenancy may be alienated without the agreement of ALL joint owners, or by court order <sup>2</sup>.
3. **Forcing a Sale:** If one joint tenant wants to sell the property and the other does not, the party wanting to sell may need to petition for a partition action <sup>3</sup>. This is a legal process that can force the sale of the jointly owned property <sup>3</sup>. The court will consider several factors before forcing a sale, such as the nature of ownership agreements and each party's personal circumstances <sup>4</sup>.
4. **Resulting Trust:** In some cases, a resulting trust may arise in a land joint tenancy <sup>5</sup>. This is a complex area of law and may not be applicable in your case, but it's worth noting.

Please consult with a local real estate attorney to understand the best course of action for your client. This information is a general overview and may not fully apply to your client's specific situation. It's always best to seek legal advice tailored to the individual circumstances.

Learn more  [1 isc.ca](#) [2 mckercher.ca](#) [3 jonespropertylaw.com](#) [4 dekrupelaw.ca](#)  
[5 lawsociety.sk.ca](#) [6 bing.com](#) [7 canlii.org](#) [8 bing.com](#) [9 levinelawyer.com](#)

Nevertheless, asking basic questions like this can guide your research and provide an excellent starting point.

From here, you may ask what the applicable Act is for applying for an order of partition.

## Utilizing A.I.

### Example 1: Joint-Tenants

#### Prompt

What is the relevant Act in Saskatchewan to petition for partition?

#### Output

 Your personal and company data are protected in this chat

The relevant Act in Saskatchewan for petitioning a partition is the **Partition Act**<sup>1</sup>. This Act allows a co-owner of real property to bring an Action or an Application for a partition or a sale of the land<sup>1</sup>.

In addition, there are two Saskatchewan statutes that affect the received partition legislation. Under **The Matrimonial Property Act**, the court has authority to order partition or sale of land co-owned by spouses as part of a matrimonial property order<sup>2</sup>.

Please consult with a local real estate attorney to understand the specific procedures and requirements in Saskatchewan. This information is a general overview and may not fully apply to your client's specific situation. It's always best to seek legal advice tailored to the individual circumstances.

Learn more [1 sv svlaw.ca](#) [2 lawreformcommission.sk.ca](#) [3 lawsociety.sk.ca](#)

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While the Act referenced above is from Ontario, this can be enough to send you in the right direction.

From here, one can easily determine Saskatchewan's Equivalent of the "Partition Act" – in Saskatchewan, the *Partition Act, 1868* (UK), 31 & 32 Vict, c 40 applies, and because it assumes the existence of the 1539 and 1540 legislation, they too must be in force.<sup>1</sup>

1. See The Law Reform Commission of Saskatchewan, *Proposals for a New Partition and Sale Act* at 3, [online](#); see also *Kolenosky v Kolenosky*, 2023 SKKB 275 at paras 4-7, [online](#).

# Utilizing A.I.

## Example 2: Wrongfully Dismissed

Consider this alternative scenario:

### Prompt

*I am a lawyer practicing in Saskatchewan, Canada. My client, Ben, worked as a labourer for a construction company in Saskatoon, Saskatchewan. Ben was terminated, without cause, after three months of employment with the company. Ben was not paid in lieu of notice. What are the necessary considerations here? What is the governing statute?*

### Output

Your personal and company data are protected in this chat

The governing statute for employment termination in Saskatchewan is **The Saskatchewan Employment Act (SEA)** <sup>1</sup>. Here are some key considerations based on the information you provided:

- 1. Notice or Pay Instead of Notice:** If an employee is not allowed to work out the notice period, or notice isn't provided, pay instead of notice is required <sup>2</sup>. "Pay instead of notice" means payment of the employee's normal weekly wages for the required notice period <sup>2</sup>.
- 2. Minimum Notice Requirements:** Employees who have been employed by the employer for more than 13 consecutive weeks must be given written notice of a clear and specific date of layoff or termination by the employer or pay instead of notice <sup>2</sup>. The minimum amount of notice or pay instead of notice depends on an employee's length of employment with the employer <sup>2</sup>.
  - More than 13 consecutive weeks but one year or less: one week
  - More than one year but three years or less: two weeks
  - More than three years but five years or less: four weeks
  - More than five years but 10 years or less: six weeks
  - More than 10 years: eight weeks <sup>2</sup>
- 3. Common Law Considerations:** Notice requirements set by employment standards are legislative minimums. Employees, especially long-term employees, might be entitled to more notice or pay instead of notice under common law <sup>2</sup>. This amount of reasonable or "common law" notice is not enforced under employment standards <sup>2</sup>.

Given that Ben was terminated without cause after three months of employment, it appears that he should have been given at least one week's notice or pay in lieu of notice, according to the SEA <sup>2</sup>. However, this is a general interpretation and the specifics of Ben's case could alter this. It's recommended to consult with a local employment lawyer for advice tailored to Ben's situation.

Please note that this information is based on the current understanding of Saskatchewan's employment laws and may not be exhaustive or applicable to all situations <sup>3 2 1</sup>. Always consult with a legal professional for advice.

Learn more [1 employerline.ca](#) [2 saskatchewan.ca](#) [3 saskatchewan.ca](#) [4 saskatchewan.ca](#)

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## Utilizing A.I.

### Example 3: Demand Letter

GenAI can also be useful in formulating a first draft of demand letters. Remember, the more specific the user's prompt, the more likely the output the user receives is accurate. However, it is crucial to comb through the demand letter and ensure the information is accurate and delivered the way the user desires. Take, for example:

#### **Prompt**

*I am a lawyer in Saskatoon, Saskatchewan, representing my client, Ms. Smith.*

*Ms. Smith entered an agreement, both verbally and over text message, with Mr. Benn to purchase a performance torque converter that was a 3000-3200 stall in exchange for \$500.00. Ms. Smith purchased the converter from Mr. Benn on July 17, 2023. However, upon installing it into her car, Ms. Smith learned that the converter is a non-lock up 1600-1800 stall torque converter (which is substantially different; not meeting the needs of Ms. Smith).*

*Mr. Benn refuses to refund Ms. Smith asserting that he sold Ms. Smith the converter "as is."*

*Please write a demand letter from me, the lawyer, to Mr. Benn, on Ms. Smith's behalf. The letter should include a (without prejudice) settlement offer for \$1,000 dollars to pay for the costs Ms. Smith incurred in having the torque converter installed. Please let Mr. Benn know that I have been instructed to initiate legal action against him on Ms. Smith's behalf. This letter should be dated July 27, 2023.*

*Tell Mr. Benn he has to pay Ms. Smith the money no later than August 4, 2023. Upon receipt of the funds, Ms. Smith will confirm, in writing, that the issue is fully and finally resolved and Ms. Smith will not take further steps for collection or enforcement.*

## Utilizing A.I. Example 3: Demand Letter

### Output

[Your Law Firm's Letterhead]

[Date: July 27, 2023]

Mr. Benn's Full Name Mr. Benn's Address City, Province, Postal Code

Re: Demand for Refund and Settlement Offer on Behalf of Ms. Smith

Dear Mr. Benn,

I am writing to you on behalf of my client, Ms. Smith, regarding the recent transaction between you and her. As you are aware, Ms. Smith purchased a performance torque converter from you on July 17, 2023, based on the verbal and text message agreement. The torque converter was described as a 3000-3200 stall, and the agreed-upon price was \$500.00.

However, upon installation into her vehicle, Ms. Smith discovered that the torque converter is, in fact, a non-lockup 1600-1800 stall torque converter. This discrepancy significantly impacts the performance and functionality of her car. Ms. Smith rightfully expected to receive the product as described, and she is now facing additional costs due to the incorrect item she received.

In light of this situation, we are making the following demand:

1. **Refund:** We request an immediate refund of the full purchase price of \$500.00. Ms. Smith relied on your representation of the torque converter's specifications, and it is evident that the product delivered does not meet those specifications.
2. **Settlement Offer:** Without prejudice to any legal rights, we propose a settlement. Ms. Smith is willing to accept a payment of \$1,000.00 in lieu of pursuing legal action. This amount covers not only the original purchase price but also the costs she incurred in having the incorrect torque converter installed.
3. **Payment Deadline:** You are required to make the payment no later than **August 4, 2023**. Upon receipt of the funds, Ms. Smith will provide written confirmation that the matter is fully and finally resolved. She will take no further steps for collection or enforcement.

We trust that you will promptly address this matter to avoid any unnecessary legal proceedings. Please consider this letter as a formal demand for resolution. If we do not receive a satisfactory response within the specified timeframe, we will proceed with legal action to protect Ms. Smith's rights.

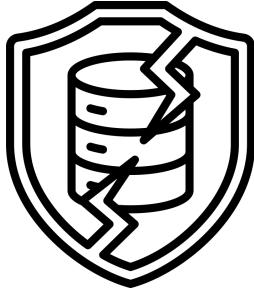
Thank you for your attention to this urgent matter. We look forward to your prompt response.

Sincerely,

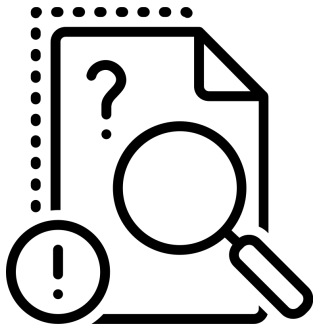
[Your Full Name] [Your Title] [Your Law Firm's Name] [Contact Information]

**Note:** This letter is provided for informational purposes only and does not constitute legal advice. Please consult with a qualified attorney for personalized legal guidance specific to your situation.

While GenAI is a useful tool, several potential hazards arise from its utilization, including:



Breaches of Data Privacy



Incidence of Hallucinations



Production of Biased Outputs

In the following 3 pages, our objective is to provide actionable steps to tackle each of the foregoing challenges, respectively.

All information inputted into LLMs can be integrated into the tool's accessible information pool, potentially leading to public accessibility and raising substantial privacy concerns. For example, employees at Samsung utilized ChatGPT and inputted confidential company information; this information could be accessed by the average ChatGPT user simply by asking the GenAI about it.<sup>1</sup>



**Anonymized Inputs:** Refrain from using identifiable information such as names, addresses, or any data that could be linked back to your client. For example, use aliases instead of real names.



**Secured Storage:** Local cloud hosting of data may help prevent other users from accessing the information or to avoid interference from foreign governments.



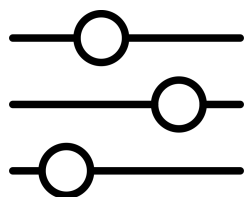
**Liability Waiver:** A well-drafted liability waiver can help mitigate potential liability flowing from a breach and can also help clarify the responsibilities of each party.

As a general rule, **never input confidential, un-anonymized information.**

1. See Maanak Gupta, et al., "From ChatGPT to ThreatGPT: Impact of Generative AI in Cybersecurity and Privacy" (4 August 2023) at 22, [DOI 10.1109/ACCESS.2023.3300381](https://doi.org/10.1109/ACCESS.2023.3300381).

LLMs utilize sophisticated algorithms to decode language, but they are incapable of human understanding and conversation. They learn in a trial-and-error fashion until they can generate outputs that replicate or mimic true meaning.<sup>1</sup>

Consequently, LLMs are prone to "hallucinations" – an output that is incorrect or misleading. Even if the information is incorrect or misleading, the A.I. will always generate a confident response. Therefore it is important to **mitigate** and **verify**.<sup>2</sup>



**Mitigation:** A "creativity setting" allows the user to increase or decrease the GenAI's creativity. The higher the creativity, the higher the likelihood of a hallucination. If you reduce the creativity to zero, then the A.I. will strictly use its database, virtually eliminating the possibility of hallucinations.

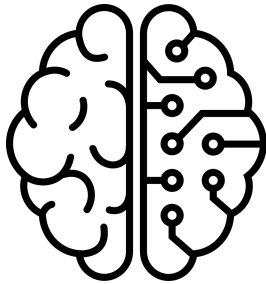


**Verification:** Even if you ask the A.I. whether a certain case is legitimate, even if it is hallucinated, the A.I. may double-down and assert it is true. Therefore, it is crucial to utilize a reliable legal database, such as CanLII, to ensure the case (a) exists and (b) coincides with the A.I.'s summary or description.

1. See Maanak Gupta, et al., "From ChatGPT to ThreatGPT: Impact of Generative AI in Cybersecurity and Privacy" (4 August 2023) at 22-23, [DOI 10.1109/ACCESS.2023.3300381](https://doi.org/10.1109/ACCESS.2023.3300381).

2. See OpenAI, "GPT-4 Technical Report" (2023) at 46, [GPT4TechnicalPaper.https://cdn.openai.com/papers/gpt-4.pdf](https://cdn.openai.com/papers/gpt-4.pdf).

In some cases, A.I. can produce biased results that reflect and perpetuate human biases, including those related to historical and social inequality. For example, an A.I. system employed to determine the risk of re-offending, predicted higher risk values for black defendants than their actual risk; conversely, for white defendants, it predicted lower risk values than their actual risk.<sup>1</sup> Therefore, it is essential to be mindful of the possible bias underlying any outputs produced by GenAI.<sup>2</sup>



**Awareness:** Reducing GenAI's "creativity", as suggested in the previous section, will not alone reduce the chances of a biased result from A.I. This is because bias in the results of the A.I. is often a result of human bias in the dataset. Therefore, as a user of GenAI, one must be aware of bias and how it may skew results, as illustrated in the example above.



**Sourcing:** Understanding where the GenAI got the information it gave you can help the user consider what bias(es) may be present in the A.I.'s outputs. Consequently, it is advisable to utilize a GenAI assistant that provides citations for its work, as this enhances your ability as the user to track down potential biases in the outputs.

1. See Eirini Ntoutsi, et al, "Bias in data-driven artificial intelligence systems-An introductory survey" (2020) at 2, <https://doi.org/10.1002/widm.1356>.

2. See IBM, "Shedding light on AI bias with real world examples" (2023), [online](#); see World Economic Forum, "Research shows AI is often biased. Here's how to make algorithms work for all of us" (2021), [online](#).

While free tools like Copilot or ChatGPT can be useful for the early stages of research, there are other A.I. tools that can be employed in the legal sector to increase efficiency. Some alternative options include:

**RobinAI<sup>1</sup>**  **Robin AI**

RobinAI integrates with Microsoft Word, offering various features, particularly regarding contract review. RobinAI can check whether the defined terms are correct in a given document; a user can use the chat function to ask questions about their contract, ranging from finding key information to getting summarizations of obligations or the whole contract.

**Thomson Reuters' CoCounsel<sup>2</sup>**  **THOMSON REUTERS**

CoCounsel can assist in one's research conducted on Westlaw, enabling the user to ask complex research questions in natural language to elicit synthesized answers, with links to supporting authority from Westlaw content and links to further examine that authority.

**Spellbook<sup>3</sup>**  **Spellbook**

Spellbook integrates with Microsoft Word, and it can assist legal professionals in drafting and reviewing contracts. It can draft new clauses and entire sections based on the context of the contract. Spellbook can suggest important language or clauses, and it can detect unusual terms.

1. See RobinAI, "The AI Copilots for your Contracts" [online](#).

2. See Thomson Reuters, "Thomson Reuters Launches Generative AI-Powered Solutions to Transform How Legal Professionals Work" (2023), [online](#).

3. See Spellbook, [online](#).



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On Access To Justice and Dispute Resolution

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# Appendix A: Table of Contents

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# PROFESSIONAL GUIDELINES

Law Society of Saskatchewan

## THE LAW SOCIETY

The Law Society recently produced “Guidelines For the Use of Generative Artificial Intelligence in The Practice of Law.” You can find the guidelines on the Law Society’s website.<sup>1</sup> This page and the next summarize these guidelines (but note, this summary is not a substitute for reading the full guidelines).

**Duties of Competence and Diligence:** before using GenAI, a lawyer should sufficiently understand it; a lawyer must critically review, validate, and correct the inputs and outputs of GenAI.

**Duty of Confidentiality:** a lawyer must not input confidential and/or privileged client information into GenAI that lacks adequate confidentiality and security protections.

**Duty to Comply with the Law:** A lawyer must stay up-to-date on the applicable law governing the use of GenAI.

**Duty to Supervise and Delegation:** GenAI tools should be treated as equivalent to nonlawyer assistance, and their outputs should be reviewed for accuracy and conformity with the lawyer’s professional obligations.

1. See Law Society of Saskatchewan, “Guidelines for the Use of Generative Artificial Intelligence in the Practice of Law” (2024), [online](#).

# PROFESSIONAL GUIDELINES

Law Society of Saskatchewan

THE LAW SOCIETY

**Communication:** A lawyer should consider disclosing to a client if they intend to use GenAI in carrying out their representation. In certain cases, disclosure will be the most appropriate course of action to ensure the lawyer meets their professional responsibilities to communicate effectively.

**Charging for Work:** if a lawyer uses an AI tool to generate work products more efficiently, they cannot charge hourly fees reflecting the time the lawyer would have taken to create the work product themselves. A lawyer may only charge for the actual time they spend crafting and refining AI inputs and reviewing and editing the outputs.

**Candour to the Tribunal:** a lawyer must review all GenAI outputs for accuracy, including, but not limited to, any legal analysis and citations to authority, and correct any errors or misleading arguments before submissions to the tribunal.

**Prohibition on Discrimination, Harassment and Guarding Against Bias:** a lawyer should ensure any work product or materials developed with the assistance of GenAI do not include biased, discriminatory, or otherwise offensive language.

## 1. Building on Previous Forums

Previous Dean's Forums have explored ways to enhance family and civil justice systems, focusing on improving and strengthening the Saskatchewan family court system, providing better education, and increasing access to legal services in rural areas.<sup>1</sup> This handbook delves into the use of A.I., particularly GenAI, and how it can assist legal service and information providers, in turn advancing the mission of increasing access to justice. This mission is advanced through A.I. technology because this technology reduces the mundane and repetitive tasks providers need to perform, enabling providers to allocate more time toward client-focused work and resulting in faster case resolution, which in turn creates a greater capacity to serve more people.

## 2. Data Collection

We conducted interviews with key stakeholders, including representatives from the Law Society of Saskatchewan, various law firms in Saskatoon (ranging from sole practitioners to mid-sized firms), institutions focused on access to justice, and practitioners from the federal Ministry of Justice. Through these interviews, we sought to understand their preferences for content in our handbook, address concerns related to A.I. or GenAI usage, and explore their prior experiences with A.I. technologies.

1. See College of Law, "Dean's Forum on Access to Justice and Dispute Resolution" (University of Saskatchewan), [online](#).

### **3. Literature Review**

To enhance our understanding, we extensively reviewed peer-reviewed journal articles and blog posts authored by A.I. professionals and companies. This research informed our work, providing insights into potential challenges associated with GenAI adoption and best practices for effective prompt crafting to elicit useful responses.

### **4. GenAI Trials**

Throughout our project, we have employed GenAI in a variety of ways. Our team conducted tests involving legal analysis and document production, as well as photograph and Microsoft PowerPoint generation. Moreover, we utilized GenAI to clarify its capabilities, locate resources on prompt engineering and best practices, and to improve and review our work in this handbook. For further insight into our specific applications of GenAI, kindly refer to our "Logbook" within the following five pages.

### **5. Limitations**

As the development of A.I. and GenAI technologies continues to accelerate, certain aspects of this handbook, especially those pertaining to the practical application of A.I., may become outdated in the near future. Therefore, it is crucial to remain up-to-date with the latest guidelines produced by the Law Society to ensure compliance with ethical and legal standards in A.I. or GenAI. With the increasing sophistication of A.I. applications, it is important to implement strategies to address potential challenges related to data privacy, hallucinations, or biases that may impact the user's experience. Additionally, it is important to consider future implications, such as access to A.I. and the increasing likelihood of companies charging for their A.I. services.

# Logbook

Highlighting some of the ways  
in which we utilized GenAI

Date	A.I. Tool	How it was used	How the tool performed
Dec 31, 2023	ChatGPT 3.5	“Why is it it’s important to ensure the legal information/service provider collaborates with the person seeking their services, to ensure they do not become a mere passive recipient?”	It performed well; providing 10 points for why it’s important – even providing some reasons that I did not think of (e.g., collaboration can help reduce legal anxiety by helping the client feel as if they have some semblance of control – this is paraphrased).
Jan 3, 2024	ChatGPT 3.5	“Define: Artificial Intelligence.”	As expected, the AI was able to describe in intricate detail and provide a digestible definition upon request.
Jan 14, 2023	ChatGPT 3.5	I wanted to ensure our summary sheet was accurate and coherent; I understood it, but I had written it, and wanted to see whether someone (or something) else could. So, I asked ChatGPT, “can you explain what this means” and it did. I also asked, “can you re-word this?”	It performed very well. It accurately encapsulated what I had written, and I even substituted some words for the words it used, such as “augment” rather than “increase” in the sentence “increase access to justice.” While mostly pedantic, it served as a useful tool to essentially proofread what I had written, when no one else was available to, and it took less than two minutes.

# Logbook

Highlighting some of the ways  
in which we utilized GenAI

Date	A.I. Tool	How it was used	How the tool performed
Jan 17, 2024	ChatGPT 3.5	Reformatting text.	It re-worded the text; however, it was overly verbose and when asked to be concise it removed several key points and amalgamated unrelated sections of the text.
Jan 18, 2024	ChatGPT 3.5	I wanted to see how it could produce and agenda for Dean's forum day. Inserted what day has looked like; what we are presenting; and the goal.  Also tested it to see if it would create a PowerPoint presentation.	It did produce a decent first draft of the agenda that suited our purposes. Asking it to provide a "VBA" code to make a PowerPoint worked, and it did create a PowerPoint. The PowerPoint was not that great, however.
Jan 20, 2024	Microsoft Edge AI: CoPilot	I asked if it could draft a possible agenda for the Dean's Forum. I provided an example Agenda (omitting names) and what our goal for the day was.	It performed well, providing for an agenda that seemingly suits our purposes. Obviously, minor details needed to be manually added. But it provided an excellent pre-first draft.
Jan 21, 2024	Microsoft Edge AI: CoPilot	I asked how LLMs work, whether it is an LLM, and important things to note about LLMs.	It did a pretty good job describing LLMs and their limitations; it also confirmed that it is an LLM.

# Logbook

Highlighting some of the ways  
in which we utilized GenAI

Date	A.I. Tool	How it was used	How the tool performed
Jan 25, 2024	ChatGPT 3.5	Counting words.	It completely failed to count the words in the paragraph. Despite repeatedly telling it was incorrect, it would reiterate the same number. When compared with the word count function in Microsoft word, the AI was off by over 400 words.
Jan 26, 2024	Microsoft Edge AI: CoPilot	Told it what kind of handbook my group is creating. Asked how it could be used to enable service/information providers to better serve the public; for examples of usages; and how could a client work with the provider.	It provided three bullet points to each. It performed very well. Explained how information can be accessible through AI; explained usages, risks, and benefits; explained mechanisms that could empower, engage and educate the client.
Jan 30, 2024	Microsoft Edge AI: CoPilot	Wanted to see what it would do for handbook content: asked it what legal service/information providers might want to see.	It did pretty good. Provided for sections called "understanding GenAI;" "Client Engagement Strategies;" "Privacy and Security Protocols;" "Integration Methods;" "Ethical Considerations;" and "Case Studies."

# Logbook

Highlighting some of the ways  
in which we utilized GenAI

Date	A.I. Tool	How it was used	How the tool performed
Feb 1, 2024	Microsoft Edge AI: CoPilot	Using idea presented to Alyse at Thursday meeting, asked Co-Pilot to draft a structure of how such an event could function.	It did an excellent job, and when I provided it with a copy of our proposed agenda, it devised a way to run this event within the time restraints we placed on it.
Feb 2, 2024	Microsoft Edge AI: CoPilot	Construction/termination legal problem. Asked AI for considerations in the context of pay in lieu of notice (example for using AI in the handbook).	It did quite exceptional; it drew off Saskatchewan resources and even reminded the user that they need to remember that common law notice may be better than statutory notice.
Feb 2, 2024	ChatGPT 3.5	Digesting information.	It was actually very useful in digesting small pieces of information (2-3 pages) and was very successful in capturing the key points. However, the text was not complex and would be scannable by most people.

# Logbook

Highlighting some of the ways  
in which we utilized GenAI

Date	A.I. Tool	How it was used	How the tool performed
Feb 9, 2024	Microsoft Edge AI: CoPilot	Sought to have it create a demand letter regarding a situation wherein a purchaser (the client) was induced to purchase a purportedly performance torque converter.	It performed alright. Definitely useful for getting a first draft together. Would want to largely overhaul/re-write the letter though.
Feb 21, 2024	Microsoft Edge AI: CoPilot	Attempted to generate photos for PowerPoint presentation. Asked it to make AI for different things like the "Amazing Race" activity for forum day.	Was not very good; misspelled words. Images were unusable.
Feb 22, 2024	ChatGPT 3.5	Rewording text.	Most of the text rewording in the handbook is done by ChatGPT. The results are similar to those in Jan 17, 2024.
Feb 23, 2024	Canva Image Generator	Tried to have CoPilot conjure up something that represents the "digital divide" particularly in relation to access to AI by legal information/service providers.	Failed miserably. Images were scary looking and not really what one would imagine.

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Dean's Forum | 2024

On Access To Justice and Dispute Resolution

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# Group 2

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## Follow-up Report



University of Saskatchewan | College of Law

Griffin Moody | Samuel Riendeau | Hassan Sajjad

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# AGENDA SUMMARY

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The Day commenced with welcome addresses delivered by Dean Martin Phillipson, Brea Lowenberger, and Dr. Dennis Cooley, Deputy Minister of Justice. From there, Group 1, consisting of law students Hannah Jorgenson, Laura Olsen, and Lisa Wanlin, outlined their research methodology, consultations, a brief overview of GenAI, risks and opportunities associated with the use of GenAI, and a crash course on “Prompt Engineering.” The presentation was followed by a lively discussion among the Forum attendees, and the morning was capped off with an activity that had attendees consider the possible ways in which an individual dealing with a looming eviction could utilize GenAI to make their case in front of the Office of Residential Tenancies.

The morning discussions continued until lunch. At lunch, many attendees sat in on the McKercher Lecture Series, presented by Glen Gardner, K.C., titled “Justice and Community Development...A Way Forward.” From there, the Day transitioned into Group 2’s topic.

Group 2, consisting of law students Griffin Moody, Samuel Riendeau, and Hassan Sajjad, kicked off their presentation geared towards legal information and service providers with an overview of the inner workings of GenAI, the ways in which GenAI can increase such a providers’ efficiency, the issues said providers may face when utilizing GenAI – such as concerns related to data privacy, hallucinations, and bias – and then ended their first half with key considerations a service provider should account for in prompt engineering. Group 2 also introduced the GenAI that they created for the day called “MartinAI”, which Group 2 designed to answer any questions attendees may have had about the contents of both Groups 1 and 2’s presentations and handbooks. This portion of the presentation was capped off by stories of interesting use cases for GenAI that the attendees and presenters had encountered and questions regarding how GenAI functions and how to adequately craft a prompt to elicit a comprehensive output from GenAI.

From here, Group 2 split the attendees into two teams for the “Amazing Race”, wherein the teams were pit against each other to utilize search methods, including the use of GenAI, to tackle a legal problem. Once the teams completed the Amazing Race, they engaged in a discussion on how they found the use of GenAI beneficial in tackling a legal problem, while also noting the risks and drawbacks of its use.

Group 2 then canvassed the current legal landscape as it relates to GenAI, noting the use cases of GenAI in so-called “Big Law”, approaches taken towards regulating GenAI in both the Europe Union and Japan, and the implications of GenAI for access to justice, while bearing the Cromwell and CBA reports in mind.

Finally, the day closed with a group discussion on GenAI, with several attendees noting how they can see the use cases for GenAI in their respective practices, and attendees filled out feedback forms wherein they noted future steps for GenAI and critiques of the presentations and handbooks. Dean Martin Phillipson then provided closing remarks, which were largely generated by Group 2’s MartinAI.

# HANDBOOK SUMMARY

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Group 2's Handbook delves into the practical application of AI, particularly Generative AI, in legal services. It highlights the ways in which AI can be leveraged to enhance the delivery of legal information to the public effectively. The document emphasizes the importance of simplifying complex legal concepts and procedures for easier comprehension by clients. By utilizing AI tools, such as Generative AI, legal professionals can present information in a more digestible and scannable format, making it accessible to a broader audience.

Moreover, the handbook discusses the success achieved in utilizing Generative AI to capture key points succinctly within a few pages. The text is designed to be easily understood by most individuals, further emphasizing the goal of providing accessible legal information. By utilizing AI in this manner, legal professionals can streamline the presentation of information, making it more engaging and informative for clients.

Overall, the handbook underscores the significance of employing AI technologies, like Generative AI, to improve the communication of legal information and empower individuals in navigating legal matters more effectively. Through clear and concise presentations, AI can play a crucial role in enhancing legal literacy and promoting access to justice in the community.

**The above summary was written by MartinAI.**

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## IMPLEMENTATION & IMPROVEMENT

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Group 2 aspires to have its handbook circulate as a “primer” throughout Saskatchewan. Given its general application, it could even be useful for Access to Justice organizations throughout Canada. It is our hope that through feedback with stakeholders (particularly SALI and the Law Society), the handbook will be better able to meet its charge to whomever reads it.

To improve our handbook, we believe that it would be important to circulate it to more legal information providers to get their opinion on how it could best meet their needs. Legal service providers may also be curious about more specific information, and while this might be beyond what a primer sets out to achieve, it could be an excellent incremental goal.

Specific examples would also be a great way to add quality to the handbook.

# FUTURE RECOMMENDATIONS

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This year's Dean's Forum was really a "Step 0.5" in the AI and A2J formula. Future years will hopefully take the work that we have done on this project and take it to the next level. To fully embrace this charge, it may be necessary to wait until further regulatory schemes advance. This could be the Law Society of Saskatchewan providing the framework, or when a national regulatory scheme presents itself.

If action were to be undertaken in the interim, it may be prudent to focus this project through the lens of a particular AI software. Microsoft Co-Pilot was a popular tool on the day of the forum, and future projects could focus on in-depth instruction to how this particular program could be best used by Saskatchewan's legal community. Of course, other programs could also be used as the focus program, such as ChatGPT or Blue J. We had the greatest success with Co-Pilot, and it would be our recommendation for a focus in the future.

Future Dean's Forums that deal with AI should have a larger focus on prompt engineering. While both groups discussed what constitutes a good prompt, we could personally see that many attendees referred to their "Google Reflex", where they essentially just typed into the search bar what they would normally do for a Google search. "Add in specific examples of prompts, and prompt improvements. Emphasize its strengths as a Coach" was a comment that encapsulates what a future project would benefit from doing.

Lots of time should be allocated into the finer details, and Leah Howie and Alan Kilpatrick would be tremendous resources as they have a great deal of experience in navigating legal databases.

If the Dean's Forum wanted to take something tangential to AI, it may look towards how certain infrastructure barriers could be surmounted. The Digital Divide was mentioned, but it was sufficiently out of scope to warrant mere acknowledgement, and not substantive discussion. Through the lens of AI, it might be a good project to acknowledge how shortcomings in processing capacity and internet connectivity could be remedied in order to gain access to this project. Rural areas are effected by the difficulties in accessing AI, but they are also the ones that often face certain environmental challenges not often thought of when discussing the role of AI in society. The raw computing power required of AI server farms has a significant environmental strain through extensive energy consumption and its consequent heat output. Future projects might focus on how this issue can be combatted, as one of the world's most pressing social challenges is exacerbated by the presence of this new, soon to be central, technology.

# DEAN'S FORUM WEBSITE

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March 11, 2024 saw the twelfth annual meeting of the Dean's Forum on Access to Justice and Dispute Resolution regarding the usage of Generative Artificial Intelligence (AI) software's potential uses for the improvement of Access to Justice in Saskatchewan.

The twelfth meeting day was split into two presentations from two different groups. Group 1 dealt with how this technology may be used by the public to better meet the legal obligations. Group 2 focussed on how legal service providers and legal information providers could become more efficient in their work to better make use of their time and financial resources. This project is meant to serve as a starting point for future Dean's Forum meetings to develop these ideas and present a more sophisticated solution to the complicated AI landscape.

The presentation materials were created by numerous consultations with legal community stakeholders in Saskatchewan and abroad. The students also consulted recent studies and articles about both the function of AI and how public and private bodies have responded to its explosive rise. Many of those same stakeholders attended the meeting and further contributed to discussion and development of these ideas.

The meeting day itself proceeded with presentations from the two groups coupled with exercises made to engage the attendees and give them hands-on practice with AI technology. The 2024 team produced "MartinAI" which was an AI assistant using a base AI model of ChatGPT 3.5 that aided in answering questions and legal exercises throughout the day.

The 2024 team hopes to continue their involvement in assisting Saskatchewan's AI integration with the help of various stakeholder groups. They are optimistic about how this new force will be of benefit to Saskatchewan and Canadians across the country.

# SELECTED FEEDBACK

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## **Were the key concepts of Generative AI and its applications in the legal field effectively communicated through the handbook and/or presentation?**

*This handbook effectively informs legal professionals about GenAI. However, it appears that the handbook is wholly focused on legal practitioners. Legal information providers and trusted intermediaries (who do not have a background in law) likely do not have the legal knowledge or expertise to use this handbook. I might suggest that trusted intermediaries and legal information professionals would benefit from their own tailored handbook. Does it make sense to lump these two distinct groups together?*

## **Was the presentation clear and understandable?**

*The presentation was a bit complex at times. How was Martin AI created? Why was it created? How does MartinAI differ from ChatGPT? What was MartinAI intended to add to the presentation that could not have been provided by ChatGPT?*

*The handbook and the presentation were “Very effective. Initially, I considered my self well informed about GenAI. However, I learned about multiple concepts (prompt questions) that I was previously unfamiliar with as well as several tips for how to practically make use of GenAI (the need to be specific in one’s prompt).*

*I thought this was well done.*

*Great job to both groups.*

*Well communicated and presented.*

# SELECTED FEEDBACK

---

## **Did the presentation effectively relate to the context of Saskatchewan and access to justice?**

*I have a clear understanding of how legal professionals might use GenAI, reducing their time spent on repetitive tasks, and potentially increasing A2J. However, I do not have a clear understanding of how a legal information professional would use this handbook to connect members of the public with credible legal information and assistance.*

*Lots of potential applications to think about in the justice system.*

## **Did you find that the facilitated activities were well delivered and enhanced your understanding of Generative AI? Why or why not?**

*The scenario was effective and fun. It illustrated how legal professionals, legal assistants, and paralegal might use GenAI. However, I am not sure it would have been an effective scenario for legal information providers (lacking a law background). Does this scenario represent the kind of assistance a trusted intermediary might provide at the public library, social work setting, or health care setting?*

*Yes I had little familiarity coming in and learned a lot about the options throughout the day.*

*Simply showed how quickly and easily one can at least lead themselves in the right direction.*

*Hands on was terrific.*

*The group discussion today was remarkable!*

## **How would you rate the presenter's knowledge and content delivery on the subject matter? What did you enjoy and what would you suggest for improvement?**

*The students had obviously put a lot of effort into the presentations.*

*Entertaining while Informative.*

*All presenters clearly knew their material and actively engaged the room.*

*Very impressive (x3).*

# SELECTED FEEDBACK

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## **Did you feel that the handbook that you received was informative? Why or why not?**

*I think that the risks is AI (especially hallucinations and incorrect answers) can't be emphasized enough. This is especially because it has been shown that lawyers themselves don't realize that wrong answers can occur. Maybe a bunch of bold red warnings are needed in there handbook to bring this home.*

## **Do you have any feedback on the design of the handbook you received?**

*Could use of images and infographic makes the handbook less wordy?*

*The colour, large font size, and bolded text make the handbook easy to use. Is the handbook too wordy? Could additional images or infographic be incorporated to reduce the amount of text? What grade level is the text written at? Will members of the public with limited literacy skills have trouble reading the book?*

*I do wonder how to be specific in the prompts but not give too much personal information. I also wonder how to fact check-or if the public would know what that means (it is really source/citation checking).*

*Handbook is practical for non lawyer members of the public and can be helpful.*

*Adding other legal AI tools that might be relevant to supporting the clients legal journey like Steps to Justice.*

*The cheat sheet is amazing! Please add additional key words and areas of legal practice.*

*Ownership... if you put it out into the world, who will take responsibility for it? And update it?*

*How do we get this out in circulation?*

## **Were there any "Standout Points" in the handbook that were particularly valuable or impressive to you? Please cite to the page number if so.**

*Appreciate the AI Overview on page four.*

*It was important for everyone around the table to understand that, like it or not, the public and profession is and will continue to engage GenAI. It is important that we learn how to do so in a productive and secure way.*

# SELECTED FEEDBACK

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**Do you have any specific suggestions or ideas that you wish were developed further? Please cite to the page in the handbook if there were any such points.**

*This handbook is very effective at informing legal professionals about GenAI. However, I might suggest that trusted intermediaries and legal information professionals would benefit from their own tailored handbook. Does it make sense to lump these two distinct groups together?*

*The handbook is effectively informs the reader about GenAI. My question is: How does GenAI fit into a holistic process of information discovery about the law. Those with legal problems will likely search a variety of online and offline resources to learn more about the law (Google, Wikipedia, friends, PLEA, etc.). What critical thinking and media literacy skills should one keep in mind while using online tools to learn about the law (author, source, credibility, currency, jurisdiction, etc.)? Likely, GenAI is only one of many sources consulted. Can the handbook list common sources of credible Saskatchewan legal information? At what point during the information discovery process would GenAI be most helpful? I suggest at an intermediate stage – after one has familiarized themselves with basic information or terminology from a credible source like PLEA. This basic familiarity appears to be crucial to enable a member of the public to provide the GenAI with prompts that are specific enough for the GenAI to produce helpful information. Next, when does one stop using GenAI and move on to another source of information or assistance? How does one know when they have learned all they can from GenAI? Where do they go next? When does one stop searching for legal information (using GenAI or another source) and proceed to seek legal assistance? Can the handbook provide a note about the importance of seeking professional help?*

*The potential to save time and increase access is discussed. What if this never materializes fully?*

**How will you/your organization use and/or share this handbook?**

*I will circulate to our legal directors and lawyers for review and hold a meeting to discuss how we might use this to develop our own service delivery mode from eligibility applications to legal research tools.*

*Happy to spread amount our channels - in particular to mediators and arbitrators across the province.*

*Want to come present to LRW on March 19?*

# SELECTED FEEDBACK

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## How will you/your organization like to be involved in next steps?

*I'm at the College. I would love to see these students share and present to all faculty and students on these topics.*

*I can assist in sharing this information within Justice programs. I would like the links that Bree spoke about sending so I can also get programs to consider whether there are ideas that we might want to pursue in future budget processes*

*What are next steps?*

*SALI would like to review this handbook. Would you be will to meet with SALI to discuss how to operationalize or improve the handbook?*

## Do you have any input on how the Dean's Forum could be improved next year?

*This was a great session. My feedback is for both groups globally not just group 1.*

*Perhaps invite a representative from Family Justice Services to provide their feedback*

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# CONCLUSION

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Group 2 was very proud of its performance at the Forum this year. We had the advantage of touching on an incredibly important and interesting issue that naturally had a lot of engagement, and we found that we were able to capitalize on this interest by providing information in a way that was understandable by those that might not have an extensive technological background. Our activities focussed on user engagement, and we provided a variety of tools that allowed the attendees to work with several legal research applications to develop their understanding. "Hands on was terrific" was a feedback comment that made us very proud.

We believe that our handbook is a strong introductory document to those in the legal field wishing to improve their capacity to participate in the AI sphere. Through user feedback, we see that the handbook is in need of broadening its scope to better accommodate non-lawyers in their development of AI skills. Our breakdown of the "under the hood" functions of AI as well as our prompt engineering instructions were both popular resources that we believe will aid a broad scope of readers.

For the future, Group 2 is excited to continue communication with groups like SALI and the Law Society in order to improve our handbook and develop our own skills in the area. Our hopes are high for involvement in future projects with these groups and ideally propel Saskatchewan as a leader in Western Canada in terms of AI integration.

# SLIDE DECK



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