



Eva Ross
2026 High School Essay Winner

Within this ever changing world new solutions and adaptations are needed everyday. This is especially prevalent with the new rapid adoption of artificial intelligence, particularly in the workforce. Artificial Intelligence has been around for years with four major types, reactive, limited memory, theory of mind and the latest, being self aware. In definition Artificial Intelligence (also known as AI) is the ability of a computer system to perform tasks that normally need human intelligence. Thus AI can become extremely helpful in creating a more swift solution to a what could be a lengthy problem. However if left unattended, used irresponsibly, or treated as an employee instead of a tool, AI can cause detrimental complications to the inner workings of a company. How a workplace could avoid such a fate is by looking at guidelines used by other companies, unions, or supernationalistic organizations to develop the framework for what they need. Overall AI can be an important tool in the innovation of society but must be accompanied by human oversight.

AI in recent years has become a useful part of many different industries, one of these industries that comes to mind is the medical field. AI has been increasingly implemented in hospitals as early detection tools being able to spot tumours and early signs of severe illness. One such case took place in Toronto's St. Michael's Hospital with patient Shirley Bell. Bell had originally come in for a "cat bite and fever" but thanks to AI detection an underlying sickness was discovered. While her nursing team would have checked her blood later that afternoon the artificial intelligence had

uncovered that the patient's white blood cell count was “really really high” Bell recollected. This turned out to be caused by a bacterial skin infection that if left undetected, had the chance of leading to vast tissue damage. Through this diagnosis nurses were able to act quickly and prevent amputation, and this isn't an isolated case either. Regarding a study published in the Canadian Medical Association Journal, unexpected medical deaths had decreased by 26% in the past year due to AI use. This demonstrates with the help of a medical team how AI is making our world increasingly safer and effective in problem solving.

By having an AI assist in the work flow of an industry it has systematically changed the pace at which individuals can solve problems, another example being from the technical area. In a Microsoft publication, Microsoft had detailed how it has been implementing AI into their developers tool set. By allowing the AI to go over their code it is able to locate bugs and shortcuts ultimately allowing for a low code solution to a developers project. Why developers want to have a low code is to ultimately eliminate boilerplate coding (a section of code that must be implemented multiple times) and to simplify user interface creation (the building of the visual and interactive parts of a web page). This allows for the coder to more properly streamline their projects and create in a timely manner. With these two cases AI has served a clear purpose on efficiency, when AI is given the opportunity it can truly flourish in making our lives and working experience more efficient allowing for more non-AI related work. However this can lead to problems when it is left completely to its own devices.

While AI can be extremely useful it doesn't always get it right. AI has been known to fabricate answers that can lead people astray, this is known as AI “hallucination”. What an AI hallucination is exactly when an AI interface confidently presents false information typically playing into what they think the person wants to hear. A situation similar to this took place in February 2024 with Air Canada and their

chatbot. A man had made a purchase of a \$700 ticket to Toronto and an \$800 return flight overall paying 1630.36 CAD taxes included. When talking with the chat bot to purchase the tickets the chatbot responded with "If you need to travel immediately or have already travelled and would like to submit your ticket for a reduced bereavements rate, kindly do so within 90 days of the date your ticket was issued by completing our ticket refund application form". Because of this information the man contacted Air Canada to get a refund, but was told no such clause exists. He later provided screenshots of his messages with the chatbot but was met with the response that they are not responsible for false information provided by the chatbot. The man later took Air Canada to court where the airline was forced to pay for the tickets and all damages. Problems such as these are a result of the company's lack of responsibility to what was dispersed by their AI program. When a company takes an AI on board they should be held responsible for what that AI says. Furthermore if the AI is making up clauses the company or producer should look into where it could have possibly gotten the idea preventing a similar interaction.

problematic areas similar to the situation with air Canada could have been avoided by implementing guidelines and regulations for companies to work off from, and working with unions to ensure appropriate use of AI that respects a person's expertise and that their oversight is needed. By providing a framework for how AI should be used it can make it easier for companies and people to understand how to use AI responsibly. But where to start? Looking at other institutions' AI regulations such as SAIT, or the EU we could start a foundation to build upon while AI adoption develops. In the EU AI Act is the list of regulations all countries in the EU must abide by. Stated in article 4 AI especially when in control of employment is at a high risk

which means that the AI is more likely to fail. Starting August 2 2026 all AI tasked with helping employment must complete a risk assessment test as well as the company being at full fault if the AI malfunctions. Then later in article 14 the EU states that human accompaniment is mandatory. No AI should be allowed to make a final decision without a person to approve it. I believe NASA and other Unions could use these two rules as the basis for which AI should be used in a professional setting. As AI grows more intelligent and independent, using the EU's rules allows for safeguards when an AI provides a biased opinion or misses key data. We can further expand on this idea by looking at SAIT's Use of AI Intelligence Technologies. Using these expectations to teach standard AI protocol, unions could host learning sessions to foster the appropriate use of AI in a workplace. Some such ideas being, not to replace expertise and judgment, look for inaccurate or misleading information, and that AI is not a tool for replacing positions, rather it is for supporting human proficiency and providing learning opportunities to better the workplace. From this union members and employers could have a clearer understanding of the risks and capabilities that AI provides.

AI is an extremely useful tool for just about all aspects of the workplace whether it be complex IT functions, or finding the correct formula for an Excel Spreadsheet, an AI assistant can help the process move just that little bit faster. From the medical field to Microsoft it has allowed for ground breaking innovations in the betterment of user experience that show the importance of adoption and oversight. By solving problems before they are even identified, our society as a whole can move on from simple problems to innovative solutions. This is to not say AI doesn't have an element of risk, but with the right environment it will flourish into

its full potential. With union involvement the establishment of guidelines and policies to ensure human oversight and workforce education, AI usage will become more responsible. Overall AI is an extremely useful invention that works best when used in partnership with people.

Resources

Bargaining strong collective agreements for the digital age. (n.d.). Canadian Union of Public Employees. <https://cupe.ca/bargaining-strong-collective-agreements-digital-age>

Chagal-Feferkorn, K., Scotiabank Postdoctoral Fellow in AI and Regulation, AI + Society Initiative, & University of Ottawa. (2021). *AI regulation in the world.*

https://www.uottawa.ca/research-innovation/sites/g/files/bhrs326/files/2024-03/ai-regulation-in-the-world_2020_q4_final.pdf

How are doctors using AI? (2026, July 2). Canadian Medical Association. Retrieved July 30, 2026, from <https://www.cma.ca/healthcare-for-real/how-are-doctors-using-ai>

Pelley, L. (2024, September 16). AI tool cuts unexpected deaths in hospital by 26%, Canadian study finds. *CBC*. <https://www.cbc.ca/news/health/ai-health-care-1.7322671>

Wikipedia contributors. (2026, March 25). *Boilerplate code*. Wikipedia.

https://en.wikipedia.org/wiki/Boilerplate_code

Research Guides: Artificial Intelligence (AI) and Information Literacy: What does AI get wrong? (n.d.). <https://lib.guides.umd.edu/AI/what-AI-gets-wrong>

Proctor, J. (2024, February 16). Air Canada found liable for chatbot's bad advice on plane tickets. *CBC*.

<https://www.cbc.ca/news/canada/british-columbia/air-canada-chatbot-lawsuit-1.71164>

[16](#)

Chagal-Feferkorn, K., Scotiabank Postdoctoral Fellow in AI and Regulation, AI + Society Initiative, & University of Ottawa. (2021b). *AI regulation in the world*.

https://www.uottawa.ca/research-innovation/sites/g/files/bhrskd326/files/2024-03/ai-regulation-in-the-world_2020_q4_final.pdf