



Case Study

How Leading Canadian Legal & Event Associations Are Embracing AI Translation



Challenge: Two National Organizations, One Multilingual Initiative

Canada is home to a multifaceted network of professional communities, often unified and represented by their professional associations. As Canada has two official languages, these national bodies place significant importance on fully and thoroughly bilingual communications.

Bridging two very different but equally influential communities, Stephanie Lockhart serves as Executive Director of the Canadian Superior Courts Judges Association (CSCJA) and as Special Events Producer for the Canadian Society of Association Executives (CSAE), giving her a unique perspective on the shared challenges of communication and inclusion across both the legal and association sectors.

Two key examples of these challenges can be seen in the work of CSCJA and CSAE.

CSCJA represents federally appointed judges from every province and territory in Canada's superior courts. With the legal profession at the core of their work, clarity and precision in communication are non-negotiable.

While the majority of members are bilingual, relying solely on verbal delivery in English or French poses a risk: important details may be misunderstood or overlooked, especially when participants are listening in their non-primary language. In these high-stakes environments, interpretation becomes a critical priority, ensuring that no nuance is lost and all members remain fully informed.

CSAE, meanwhile, represents leaders and staff from hundreds of associations, charities, and non-profits across Canada. Its members work across sectors such as healthcare, education, professional licensing, and economic development.

With such a diverse member base, clear and inclusive communication is essential. While many members are bilingual in English and French, these may not be their first languages, which means key ideas or nuances can be missed, especially during fast-paced or technical discussions. The challenge grows when engaging with audiences who speak additional languages such as Mandarin, Punjabi, Arabic, Tagalog, and Spanish, which are common across Canada's multicultural population.

Another driving force is to ensure accessibility, creating an inclusive space for everyone, including those who may be hard of hearing or part of the neurodiverse community.

Both organizations needed a reliable, scalable solution to support their diverse, multilingual audiences and were looking to eliminate language barriers and ensure nothing gets lost in translation, without the cost or logistical complexity of traditional interpreters.

Solution: Protecting Clarity and Inclusion with Affordable AI Interpretation

Both CSCJA and CSAE found their answer in Wordly's real-time AI translation and captioning solution. The trusted platform offered them a scalable, cost-effective solution that delivers instant interpretation in dozens of languages with accuracy trusted even by Canada's most discerning legal associations.

"We started using Wordly for our executive meetings with just six people, not because anyone demanded it, but because the stakes were high and we wanted to ensure every word was heard," said Stephanie Lockhart, Executive Director, Canadian Superior Courts Judges Association (CSCJA). *"Even bilingual members can miss something, and all members should be able to engage and understand fully, in their language of choice."*

For CSCJA, which began using Wordly over three years ago, the initial use case was surprisingly small: executive meetings with just six judges. Despite the limited number of participants, the stakes were high in ensuring every member fully understood discussions and decisions.

As Canada's Superior Court Judges, their trust in the reliability and precision of Wordly was essential. In the past, the association had hired interpreters even for these small gatherings, not out of necessity, but as a reassurance for bilingual members to ensure nothing was missed. That came with a high cost and logistical burden.

With Wordly, CSCJA could maintain the safety net interpretation offered without the expense or scheduling hassle of live interpreters. They also began using Wordly for board meetings, and even recently on an international delegation tour of Toronto courts and other public engagements tied to Canada's legal history.

The built-in custom glossary feature became a key asset. It allowed staff to upload acronyms, speaker names and key legal terms from past meetings to ensure consistent, accurate interpretation of complex judicial vocabulary, a critical capability for a legal audience that requires absolute clarity.

"What impressed us most was the ability to upload key legal terms to Wordly's glossary," continued Lockhart. *"The live captions and downloadable transcripts and summaries add a layer of value for accessibility and meetings notes/minutes."*

Meanwhile, CSAE used Wordly to support their flagship international conference, drawing 500–600 attendees over 2.5 days. While most of the audience was Anglophone, many were bilingual, and some sessions included French delivery.

Wordly enabled the organization to offer inclusive, real-time translation and live captioning catering to learning styles or hearing challenges in an affordable way, ensuring that no participant was left behind, even in brief moments of confusion or ambiguity.

Results: Real-Time AI Translation for Every Meeting Size

For both organizations, AI translation proved that language inclusion doesn't have to be expensive or complicated. The fact that Canada's Superior Judges now rely on live translation from Wordly speaks volumes about its credibility and precision.

CSCJA now relies on the platform as a strategic tool for accessibility, especially in smaller meetings, where traditional interpretation wouldn't be cost-effective. But even in those settings, clarity remains critical. Board members and judges benefit from uninterrupted discussions, knowing the AI translation is available as a backup when they need it.

CSAE reported strong engagement across both language groups at their conference and highlighted how Wordly helped maintain a welcoming, bilingual experience for all participants. The ease of setup, no equipment or tech headaches, and ability to scale from a handful of attendees to hundreds, made it an ideal fit for both internal meetings and large events.

"With Wordly, we have real-time interpretation that's always ready, always accurate, and never disruptive." stated Lockhart.

Future: Expanding Language Access Across the Justice and Association Sector

Looking ahead, both CSCJA and CSAE are in a position to explore expanded use of Wordly to support hybrid meetings, virtual training, and multilingual public outreach. With AI translation now seen as a core communication tool, not just a fallback, these organizations are leading by example in showing how innovative, inclusive, and cost-conscious solutions can enhance professional dialogue and civic engagement.

Their success hasn't gone unnoticed. Other Canadian organizations, including legal bodies, nonprofits, and professional associations, are now considering Wordly for their own meetings and events, inspired by the seamless integration and impact seen at CSCJA and CSAE.

As Lockhart puts it: *"We're no longer choosing between cost and quality, we're getting both."*

About the Canadian Superior Courts Judges Association (CSCJA)



The Canadian Superior Courts Judges Association (CSCJA) represents approximately 1,400 sitting and retired judges across Canada's superior trial and appellate courts, including the Federal Court, Federal Court of Appeal, and Tax Court.

Committed to upholding judicial independence and excellence in administration, CSCJA provides professional development, promotes public understanding of the judiciary, and collaborates with leading legal bodies such as the Canadian Judicial Council and the Canadian Bar Association.

About the Canadian Society of Association Executive (CSAE)



Canadian Society of Association Executive (CSAE) is the national professional body for association executives and staff, serving hundreds of not-for-profit organizations across sectors including healthcare, education, licensing, and economic development.

Offering education, peer networking, and industry research, CSAE empowers association professionals to build more effective and inclusive organizations. With members across all provinces and territories, CSAE champions innovation and leadership across Canada's association landscape.

Wordly offers multiple ways to access translation in dozens of languages – on a phone, tablet, or computer. Read transcripts or listen to audio in your preferred language in real-time.



Live Translation + Limitless Integrations

Wordly generates live, translated text and audio for events, webinars, or broadcasts, empowering attendees to engage seamlessly. Integrates with all major meeting platforms. RTMP, iFrame, and APIs available for custom setups.

Multilingual Subtitles

Wordly is known for its best-in-class accuracy and translates English, Spanish, French, Portuguese, Japanese, and dozens of other languages to expand accessibility across diverse audiences. Export subtitles, captions, transcripts, and summaries in all relevant formats.

Customizable Display Options

Admins can control font size, text color, and background color for in-room displays, monitors, and third-party caption overlays. Users can control text and background color on their phone, tablet, or computer.

Post-Meeting Support

In addition to real-time features, Wordly helps teams stay compliant with asynchronous support. We offer post-event transcripts, subtitles / caption* files, and summaries – all can be translated and mass exported in seconds.

Wordly's unified solution makes every touchpoint more accessible, engaging, and inclusive across every major language and meeting format. Listen to translated audio; read translated subtitles; read same language captions; access text transcripts and summaries. Wordly does it all for one affordable price.

Whether you're streaming a city council meeting, supporting school events, or having 1-1 customer discussions, Wordly ensures your is accessible to everyone.

In addition to powerful features, high scalability, and ease of use, Wordly has built strong security and privacy protection into our products and processes - including SOC 2 Type II and ISO 27001 compliance - and continuously test and optimize our infrastructure.

Wordly launched in 2019 and is the most trusted **AI translation** and **captioning** tool on the planet

Millions of
Users

60+
Countries

Ready to see Wordly in action?

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