
APPENDIX B

CBSC Decision 08/09-0691 & -1774 CKND-TV (Global Manitoba) re *Jack Van Impe Presents*

The Complaint

The CBSC received the following complaint via its webform on January 25, 2009:

station: Global TV
program: *Jack Van Impe*
date: every Sunday morning
time: 1/2 hr.
concern: There should be a warning about violent and inappropriate language.

The host and co-host (wife), a TV evangelist of the lowest form ... the show continually spreads hate and warns us about impending doom and the end of the world. Mr. Van Impe tries to connect Bible prophecies with today's news. He continually (every week) warns us that Iran, Russia, China, Korea are all out to destroy America (and Canada as well, I assume) in one way or another.

I have kept an eye on this program for the past few years and his rhetoric is getting more extreme. I am a baby boomer and when I was 8 or 9 years old I heard Garner Ted Armstrong's radio show *The World of Tomorrow*. He was also an evangelical preacher and preached about the end of the world. It freaked me out so much my parents turned it off after I went running to them crying that we were all going to die in a nuclear blast. Remember this is also around the time of the Cuban Missile Crisis. Imagine this: at school we had drills and practised hiding under our school desks in case of nuclear attack from Russia.

So ... on a Sunday morning while the parents are asleep or whatever and the 8-year-old starts to flip through the channels looking for Sunday morning CARTOONS (what kid doesn't watch cartoons on Sundays?), he finds the Jack Van Impe show, starts to watch a kindly-looking old man talk about how Russia and Iran are going to kill us all. I'm sure you get the picture.

This show needs a CBSC warning to parents (even Christians) that this show is violent and misleading. The hunting shows on Global on Sunday mornings have them because they show deer and bear being shot with CROSSBOWS!!

We do not have to treat these evangelical Christians fear/hate-mongers with kid gloves anymore.

The CBSC informed the complainant that he would need to provide the date and time of a specific episode in order for the CBSC to proceed with his complaint. He responded on January 28 with a promise to do so:

Thank you for the quick response.

Even though I don't feel it's necessary, I will follow your instructions re identifying a specific program.

The premise of any of Jack Van Impe's shows is that the end of the world is coming and "rogue nations" such as Iran, Russia and North Korea are our enemies. What is even worse is ... he then uses biblical prophecies and other writings (which he quotes directly from some chapter of the Bible) and somehow connects them with current events by quoting from several newspapers and other media. It's all misleading at best and usually blatant lies.

We have to remember Christianity is based on a myth, not FACT, thus whatever he says is NOT TRUE in any sense and people must be warned especially children. His show is far more damaging to children than *Family Guy*. Again, we allow way too much leeway for religious programs that teach intolerance and hate.

He then sent another e-mail on February 12:

In response to your request for detail, I went to the Jack Van Impe Ministries website (www.jvim.com) and reviewed a couple of podcasts.

Fortunately they have past podcasts, so I picked one from Jan.24/09. I can only say you need to watch to believe. It's incredible how he gets away with his BS.

This episode has it all ... fear and hate mongering (Russia, China, Iran, N. Korea, Lebanon will attack us). He mentioned the end of the world DEC. 21/2012 several times ... that is bare bones violence that no child, Christian or not, should be exposed to. Our kids are fed enough poison on TV, movies, and video games. They don't need to think the world is ending on 12/21/2012. If I had my way, this kind of child abuse would be banned. There is not one iota of truth in anything he says.

If you go to www.jvim.com, you will find past weekly podcasts you can listen to.

<http://podcast.jvim.com/video/0904.mp4> Global Winnipeg Jan. 24/09 @ 9 a.m. (I think)

Welcome to Jack Van Impe Ministries International webarchive

Please remember Sunday mornings kids are watching tv looking for cartoons or whatever. Even if one child is frightened by this show, there needs to be a warning of violence. Too bad there can't be a warning for BS.

The CBSC then explained to the complainant that it cannot deal with website content; he would need to provide the date and time that he actually saw the program on traditional television. He wrote again on February 17:

Hello,

The Jack Van Impe Ministries show that I refer to was aired on January 24/09 on Global TV Winnipeg at 8:30 am not 9:00 am, as I stated in my previous email.

My complaint has nothing to do with the website. How on earth did you get that impression?

I simply gave YOU an opportunity to view the show that I saw. There is nothing they can do to change the context or the basic premise of the show and they coordinate with Global programming. Because of the violent content and bigotry, it is simply unsuitable for children under 14 to watch.

The CBSC then accepted his complaint, although the broadcaster noted that it was actually aired on January 25th.

Broadcaster Response

Global responded to the complainant on March 17:

We are in receipt of your letter via the CBSC regarding Global Television's broadcast of *Jack Van Impe Presents*, January 25, 2009 at 8:30 am on CKND Global Winnipeg.

In your letter, you have expressed concerns regarding inappropriate content - violence and language.

Let me begin by saying that as responsible broadcasters, we are sensitive to the members of our viewing audience and we apologize if this show offended you; I assure you that it was not our intention to do so.

Under the *Broadcasting Act*, broadcasters are required to provide a broad spectrum of entertainment and information programming for "men, women and children of all ages, interests and tastes". Television programming is required to be diverse and appealing to a wide range of audiences. Before we decide to broadcast a program, our Programming Department screens it to ensure it is suitable for broadcast. The determination of suitability includes ensuring that the broadcast would not contravene applicable broadcast laws and industry codes including, but not limited to, the Canadian Association of Broadcasters' (CAB) *Code of Ethics*, *Equitable Portrayal Code for Television and Radio Programming*, and *CAB Violence Code*. As a result, what one viewer might consider an interesting or informative program might lead another to turn the channel.

Clause 8 of the Canadian Association of Broadcasters (CAB) Code of Ethics states:

Broadcasters should endeavour to make available to the community adequate opportunity for presentation of religious messages and should also endeavour to assist in all ways open to them the furtherance of religious activities in the community.

Jack Van Impe Presents is a religious program featuring American televangelist Jack Van Impe and his wife citing passages from the scripture and compares what is written to how it relates (in his opinion) to the events going on in the world today.

With the above in mind, the following disclaimers are aired at the top of every broadcast.

'The opinions expressed in the following program are those of the participant and do not necessarily reflect those of Global Television.'

Global Television adheres to the television rating system created by the Canadian Association of Broadcasters (CAB) and the Action Group on Violence on Television (AGVOT). This six-level rating system is used to classify any levels of violence, language or sex/nudity in all drama, feature film and children's programming broadcast in Canada. This public rating system is intended to advise viewers of a program's content in order to allow you, the viewer, to determine a program's suitability for your own viewing needs and desires. As required, an on-screen key airs for the first fifteen seconds of the program and matching V-Chip data is encoded into our transmission for the entire duration of the program.

Jack Van Impe Presents is now rated "PG". Programming with this classification may contain themes which might not be suitable for viewers under the age of 8. As well, parents should be aware that there might be elements, such as limited sexual reference or content, which some could consider inappropriate for unsupervised viewing by children in the 8-13 age range. Please note that this rating does not restrict the broadcaster from airing the program prior to the "watershed hour" which is 9:00 pm to 6:00 am and usually reserved for adult content.

We appreciate the time you have taken to contact us and hope we were able to address your concerns. Please note your comments have been passed on to our Programming Department and we hope you continue to enjoy other Global Television programming.

Additional Correspondence

The complainant wrote back to Global on March 18:

Good morning,

You guys missed the point ... you need a warning to parents that kids under 14 should not watch the show because of the violent nature (other countries are going to attack) and misinformation (the end of the world Dec. 21/2012). Who would want their children watching this program? Saying that Global doesn't agree with their point of view does not go far enough. It doesn't protect children. Not everyone has a V-chip.

Global responded the same day:

Everyone does have a V-chip; it is something required by the CRTC and nothing to do with a viewer's television set – it's what broadcasters are required to place before the start of a show. It's the PG that appears in the top left of the screen.

It's similar to going to the movies and they are required to have a PG rating.

The complainant wrote again on March 24:

Good morning,

I took the time Sunday am at 8:30 Central time to see if there was a PG or disclaimer by Global TV before the Jack Van Impe show aired and there was no PG and no disclaimer.

Why even reply if you're just going to give me a bunch of rhetoric about religious freedom of speech. I don't even think you watched the Jan. 24/09 program that I took the time to watch

and document as requested by the CBSC. This is not about adults watching this show, it's about children and if you can't see the problem then I will find someone at Global who will.

Perhaps a letter to [Canwest's Corporate Secretary] (of the Human Rights Museum project) with this response from Canwest would be quite effective in getting a warning about the content of the show being inappropriate for children under 14 years of age. Anyone concerned with human rights would be appalled by the things Van Impe says but they would also be concerned that young children may be exposed to his hate and fear mongering.

... for the folks at CBSC, a nice little read.

The complainant filed his official Ruling Request on March 26:

The response was lame at best ... I don't think they even viewed the show. [Global's Viewer Relations Coordinator] actually gave me false information re PG rating and the Global disclaimer before the show. They do not exist. I watched the beginning and there was no PG. She goes on about religious expression, etc. which has nothing to do with my complaint. I don't think she even understands what I'm getting at. The parents of children under 14 need to be warned about the show's content. When you tell your audience the world is going to end on Dec. 21/2012 and that Russia, China, Iran, and N. Korea will band together to attack Israel and the USA and children are watching it is child abuse, you will frighten them. The premise of this show is fear and hate mongering. Also there is bigotry when he tells people that only Christians will survive the carnage. That means if you are a Jew, Muslim, or any non-Christian you will suffer and die.

This is inappropriate content. If the *Family Guy/24/CSI* has a warning then I want the same warning for Van Impe. There are hunting shows that precede Van Impe and they have the warning because you get to see someone shoot a crossbow arrow through a deer's heart.

The complainant sent additional information in a separate e-mail that same day:

I am sending you a copy of my "appeal" I recently filled out at the CBSC site. As I state below, it seems they didn't even watch the show.

The response did not address my concerns for children. I am not going to go away on this issue and it would be a lot easier on Global if I don't go to the press with this. They are more interested in revenue than a child's mental health. If I have to get a psychologist's opinion or the opinion of a mainstream religious person, let's say a United Church minister, and present it, I will. In my past life (before I retired) I was a Social Worker and I still have contacts at child welfare agencies, etc.

The response was lame at best ... I don't think they even viewed the show. [Global's Viewer Relations Coordinator] actually gave me false information re PG rating and the Global disclaimer before the show. They do not exist. I watched the beginning and there was no PG. I challenged her on this and received a reply from [Global's Program Planning Manager] (see email below). She goes on about religious expression, etc. which has nothing to do with my complaint. I don't think she even understands what I'm getting at.

The parents of children under 14 need to be warned about the show's content. When you tell your audience the world is going to end on Dec. 21/2012 and that Russia, China, Iran, and N. Korea will band together to attack Israel and the USA and children are watching it is child abuse, you will frighten them. The premise of this show is fear and hate mongering. Also, it is a form of bigotry when he tells people that only Christians will survive the carnage. That

means if you are a Jew, Muslim, or any non-Christian you will suffer and die. This is not a mainstream religious program, it is more like a cult. As I see it, if the *Family Guy*/*24*/*CSI* has a warning then I want the same warning for Van Impe. There are hunting shows that precede Van Impe and they have the warning because you get to see someone shoot a crossbow arrow through a deer's heart.

Below is [the Program Planning Manager]'s email admitting [the Viewer Relations Coordinator] deceived me; he doesn't get it either. All they have to do is go 1 step further and put the verbal warning so parents who are not watching can at least hear the warning. Saying Global does not condone or agree with the show is not to protect children from content, it is to protect Global from being sued because of the content.

8-year olds are not going to switch channels if they see a PG. We always hear the broadcasters and producers saying it's up to the parents to make sure their children are not watching inappropriate content. Parents need the tools and a verbal warning is a tool.

 Email from Program Planning Manager

I'm contacting you in regards to your email about *Jack Van Impe* on Global Winnipeg.

Our Programming Department handles requests for disclaimers and AGVOT ratings. These requests are executed through our Traffic and Operations teams. When you first brought this matter to our attention, we checked and there was a disclaimer that aired before *Jack Van Impe*, just before the :05 second station ID.

We've requested both the AGVOT change and that the disclaimer air :05 seconds later (just prior to the opening of the program and not behind the station ID). This should be in place as of this weekend, but we'll monitor to ensure it goes to air correctly. There is occasionally a delay as each team processes these changes, but we've stressed the importance to adjust this as soon as possible.

I hope this helps clarify your questions about this specific program.

The complainant wrote again on March 30:

Good morning,

Being the diligent person I am, I monitored Global TV, Sunday @ 8:30 am and, lo and behold, the disclaimer and PG were in place. Thank you; however, we all know it is not enough. Here's my reasoning one more time.

I am asking you again on behalf of all non-evangelical children (99% of the pop.), please put the verbal warning ahead of the show just like *Family Guy*. A verbal warning to parents that the content of the show is not appropriate for children under 14. Let's be honest here, parents are not expecting a "religious person" to be spewing hate, fear and bigotry. If you watch the show, you will hear disturbing, empty rhetoric. His insidious message of doom WILL have an effect on a child.

I am a good example. During the Cuban missile crisis in the early 60's when Kennedy stared down the Russians, our school had us hiding under desks during air raid drills. Sirens would go off and everyone would hide. At the same time Garner Ted Armstrong, an evangelical preacher, had a radio show and later a tv show called *The World of Tomorrow*. He was probably the 1st tv evangelist. I was about 9 or 10 at the time, so I knew what was going in the news. It scared me so much that my parents no longer had the radio on at the time of his broadcast. Back then, there were only a few AM stations and 2 tv stations.

GT Armstrong started the whole "compare the news of today with the Bible prophecies" thing. He took advantage of a worldwide crisis (brink of a nuclear war) to promote himself, his books and to spread his brand of Christianity. Bottom line is, he scared people in order to promote himself and of course make piles of money.

Jack Van Impe is a clone of Garner Ted Armstrong.

1. On every show he mentions Dec. 21/2012 as being the day the world ends using biblical prophecies that are twisted to make his point. To add to his credibility, Van Impe makes reference to the Mayan calendar and a The History Channel program on prophecies. This is blatant deception and has nothing to do with his version of the end of the world.
2. He claims that it is written in the Bible (he names chapters, psalms, etc.) that Russia, China, N. Korea and Iran will attack Israel and the West will come to Israel's aid causing a nuclear war ... which leads to the end of the world. I'm paraphrasing of course, but he is hate/fear-mongering.
3. Now here's the killer and this is the bigotry ... ONLY born-again Christians will be saved ... unless you give yourself to Jesus, you will die in a horrible manner. A little harsh, don't you think? According to Jack, if you are a Jew, Muslim, Hindi, Sikh, Native American, Buddhist monk or, heaven forbid, an Atheist, you don't have a chance. That is bigotry, intolerance of those who hold different opinions than oneself. I don't think the Jewish or Muslim parents are going to like that.
4. This one has nothing to do with the warning for under 14-year olds; this is an ethical issue. His only interest is to sell his books and DVDs. I don't see a charitable organization here.

It's simple capitalism ... make as much money as possible no matter what you may do to harm others in the process. There is enough hate/fear-mongering and bigotry in this world, perhaps having the verbal warning will send a message to these types of individuals/companies.

This theme runs throughout his shows, all of them. That is what he does ... frighten people so they buy his books and DVDs. Global already has a disclaimer for a reason ... it is offensive material and you have to cover your legal side. Please do the right thing and put the verbal warning so parents can hear what is going to be broadcast to their children. It is a tool our parents can use effectively and by not providing that tool you are doing the public a disservice.

I am willing to take this issue up with the Canadian Jewish Congress, local Muslim and Sikh leaders as well as moderate Christian churches such as the United Church of Canada. As well, I have appealed Global's decision to the CBSC File C08/09-0691.

I am in the process of writing the CRTC and will use the media if necessary to get the word out.

Once people have realized what is going on, I think Global may have a change of heart. I'm not saying take the show off the air ... just give parents another tool to fight offensive content on TV.

On April 2, the complainant also wrote to the CRTC, which forwarded the correspondence to the CBSC:

I am writing this e-letter to complain about The Jack Van Impe Ministries program that airs every Sunday morning in Winnipeg at 8:30.

I am a social worker (now retired) and have some knowledge of child abuse issues. This show is not suitable for anyone under the age of 14 and there needs to be a verbal warning that this program is not suitable for that age group. Currently there is only a Global disclaimer about the content and a PG icon on the top left hand corner for 15 seconds. At this time of day a lot of children are watching tv unattended. Even though a parent may be in the house, they will not see the PG and [the] disclaimer only says Global does not agree with Jack Van Impe's views.

The premise of the show is as follows: Rexella Van Impe (wife) starts the show by reviewing the week's news. Jack later joins in, integrating the news with Bible prophecies about the end of the world. He even has a date for the end ... Dec. 21/2012 which he repeats on every show as he tries to sell his DVDs and books on the subject.

The show also instills fear and hate as well as bigotry. The message is insidious. He predicts that after Russia, Iran, China, N. Korea attack Israel there will be a world war ... "the most terrible war ever" he states, and "only those of you who have Jesus in your heart will be saved" (I'm paraphrasing). Thus, if you are not a born-again Christian, you will die and surely will not go to heaven. Bigotry is the exclusion of a person or group because of their religion or race. The intolerance of those who hold different opinions from oneself. That is all the show is about: fear, hate and intolerance. They don't run food banks or other charitable organizations; it's only a money-making scheme that has no bounds when it comes to scaring children (or adults for that matter) into donating money.

Thank you for your time,

The broadcaster then sent the complainant an e-mail on May 26:

We received several voicemails from you last night and wish to correct your notion that the Jack Van Impe show is an infomercial. It is not an infomercial – it is paid US religious programming and as such does not fall under the purview of Advertising Standards Canada with whom you wish to file another complaint.

I would like to remind you that we have already responded to your complaint and you subsequently requested adjudication by the CBSC Secretariat. This matter is now in process with the CBSC.

The complainant responded to that e-mail the same day:

Good afternoon all,

Thank you for your quick response.

It's an infomercial no matter how you want to colour it. No advertiser would pay Global to sponsor that show, it's too risky. I guess that is why you have the disclaimer, but what do I know.

When someone pays a network to air a program that preys on people's fears in order to sell books and DVDs, but does nothing to better society like most religions at least try to do ... it's a scam and Global Winnipeg is part of it. There is nothing religious about Jack Van Impe; he only preaches doom and gloom in order to scare folks into buying his goods. Think about it ... his show airs in Wpg. every Sunday 8:30 am, adults and children watch, get scared, send in money for DVDs and he gives Global its share and the rest stays in the USA.

There must be a profit to be made in Winnipeg because I don't see (I have Bell Satellite) Van Impe aired on other Global stations around Canada. In fact, if you Google "Van Impe" you will discover he has been taken off several US stations because of his message. It's not a freedom of religion or freedom of speech issue; that's just a smokescreen Global puts up to make money.

It's unfortunate that Global TV needs to get revenue from such a fear-monger and bigot. Would you air a program of any kind by the aryan nation or some doomsday cult? When you look at it there is no difference; he's a hybrid. His message is Christians (not Jews, not Muslims) will be saved from eternal suffering and the end of the world which he says (cult-like) will happen on 12/21/2012.

He continually warns us to beware of Russia, China, Iran and Syria; according to "Jack's Bible" they are going to attack Israel. By comparing various chapters of the Bible – and this is the devious part – he takes news headlines from the past week and puts them in such a context as to make Bible prophecies and scripture about the end of the world sound real. Also, to correct your exaggerations, I left one voicemail on [Global's Program Planning Manager]'s line and one on [Global's Viewer Relations Coordinator]'s v.m. this morning, not several last night as you incorrectly state.

Global wrote again on May 27:

Wanting a program to be classified as an infomercial does not make it so. The Jack Van Impe show is a paid US religious program – it is logged as such with the CRTC. It is not an infomercial. There are requirements for airing religious programming – all of which we follow. Obviously you are not willing to see any other point of view but your own, therefore we will not be responding to any further attempts to contact Global Television. This matter is before the CBSC for adjudication.

The complainant continued the dialogue with the station on May 28:

At least you can agree that I didn't call several times like you said I did. Exaggerating to make a case is unprofessional to say the least, similar to tv evangelists. How ironic.

As far as I'm concerned, Global has never responded to my complaints in a professional way and telling me you are going to ignore my concerns on this social issue just proves my point. Unfortunately I think you are misleading me and I don't believe you. Perhaps a better explanation or definition of an infomercial vs. "Paid US religious programming" would have helped but again there's that professional issue.

He also wrote directly to the CBSC:

I'm sure you have read the emails that Global and I have exchanged over the past couple of days as they are being cc'd to you by Global and myself.

I find it interesting that they are so defensive/hostile towards me. During the last exchange, I was simply trying to get Global's definition or a reasonable explanation of what a US Paid Religious Program vs. an infomercial is.

If they had actually watched the program, they would see it is set up to sell Van Impe's books and DVDs. I'm going to call the Advertising Standards people to get their view; maybe the law needs to be changed to cover shows like this.

Also, I want to make sure the latest emails from [Global's Manager of Regulatory Affairs] get entered into the file. These emails are unprofessional and simply make the situation worse. For example ...

"There are requirements for airing religious programming – all of which we follow." What are these guidelines? Vague answers will not satisfy my concerns and just make me more determined to get this show off the air, never mind a parental warning. The more I look into this matter, the more suspicious I get.

My correspondence with Global has always been firm but fair and I have never personally attacked [the Viewer Relations Coordinator], [the Program Planning Manager] or [the Manager of Regulatory Affairs], all of whom I have had contact with. As a matter of fact, [the Program Planning Manager] emailed me first re PG ratings.

[The Manager of Regulatory Affairs] calling me narrow-minded ...

"Obviously you are not willing to see any other point of view but your own, therefore we will not be responding to any further attempts to contact Global Television"

is outrageous and uncalled for. Not to mention an earlier email in which she makes it sound like I'm harassing poor Global TV: "We received several voicemails from you last night". This is proven to be untrue and she simply exaggerated to make a point. I had left one voicemail for [the Program Planning Manager] and one for [the Viewer Relations Coordinator] re infomercials.

It's ironic that the Aspers who own Global are sponsoring the Human Rights Museum in Winnipeg.

The Jack Van Impe program flies in the face of human rights as it promotes bigotry, fear and hate.

The folks at Global TV just don't seem to get it. No other Canadian TV network airs shows as offensive as Jack Van Impe and many US stations have taken it off the air. I guess this is only the beginning of a long arduous task for me to get Van Impe off the air.

Global sent an e-mail directly to the CBSC (and copied the complainant) to clarify the issue of the voicemails:

To clear the air, [the complainant] left two very hostile and threatening voicemails to our staff. My email was in response to those voicemails because he quite clearly was not willing to accept that other people enjoy the Van Impe program. As you know, I've pointed out to him that this matter is under consideration by the CBSC, yet he continues to email and accuse Global of being involved in some sort of scam conspiracy whereby we get a "share" of van Impe's sales.

All further emails from [the complainant] will be sent to you without response from Global. We look forward to your determination,

The complainant wrote to the CBSC to argue his case about the voicemails:

I need you to get those voice mails for the file ... they were not threatening ... anyone can say anything without evidence. If she is going to write you and make accusations, then I want you to listen to the voicemails and I would like copies. She has already exaggerated the number of voicemails and the time, now she is making stuff up. Maybe she's running scared for calling me narrow-minded, which in my books is an insult. If one of my employees called a customer narrow-minded, they would be fired.

I guess thanks to [the Manager of Regulatory Affairs] you are now officially in the middle of this, so you can tell Global Management I want an apology for the insult since they will ignore my emails.

"He continues to email and accuse Global of being involved in some sort of scam conspiracy whereby we get a 'share' of van Impe's sales."

I said that Van Impe pays Global to air the show ... period ... I have never accused Global of getting a "share" of the profits. I said that Global viewers pay Van Impe for his books/DVDs and this in turn pays for the air time from Global. No conspiracy here, just bad taste in programming.

Either [the Manager of Regulatory Affairs] can't read and comprehend what she is reading or she is deliberately misleading you.

She is also trying to make me look foolish which won't work because there are emails, some replies to Global's emails and 2 voicemails which, if heard and read by management, would not look good on her. She makes it sound like I'm harassing Global, inundating them with threatening voicemails and hundreds of emails.

You have read the complaint and emails. I was calling them for an explanation on infomercials, asked [the Program Planning Manager]/[the Manager of Regulatory Affairs] to call me back on my home phone. I received an email reply saying Van Impe was a US Religious Paid Programming. I don't work in TV so I'm not familiar with that, so I asked and got nothing but an insult.

The CBSC then wrote back to the complainant, explaining that it cannot address his concerns about the voicemails:

The CBSC cannot deal with ANY off-air content. We only review the broadcast in question as well as the written correspondence between the complainant and broadcaster. Please rest assured that we are currently dealing with your file and will get back to you regarding the issues which bothered you in the show. I appreciate your patience at this time, as I know it can take a while for us to complete our process.

The complainant wrote back to the CBSC:

Hi again,

What about her accusations about threatening email? ... How do I defend myself if I can't contact them? ... Unless of course I go over her head to the general manager and complain about her unprofessionalism or have my lawyer involved. A person cannot make an accusation without evidence. I need a copy of those voicemails for [the] CBSC panel to hear so they can determine that [Global's Manager of Regulatory Affairs] et al are out of line.

Listen to *God Talk* Sunday night on CJOB, a CORUS radio station, right-wing as all get-out. They are going to bring up the subject and read my letter. The good news is the media is about to get involved. Someone is listening.

Thanks for listening.

The CBSC addressed some of his concerns in an e-mail on May 29:

I understand that you and Global are having some communication problems. Since the CBSC cannot do anything regarding the voicemails or any other non-written communication, might I suggest that you send your future comments about Global or to Global through us in written form. As for taking these recent e-mails to Panel, you need not worry because personal messages regarding behaviour do not influence whether or not a broadcast has breached a Code. None of the personal content of these last e-mails between yourself and Global is being taken into account.

Again, thank you for your patience.

The complainant replied to that e-mail on May 30:

Hi,

"Communication problems": Come on, [CBSC Communications Coordinator], she slandered me and lied. Not having the emails entered only protects Global and [the Manager of Regulatory Affairs], thus CBSC is protecting them from any future legal action.

I want the e-mails to be included because I have nothing to worry about and it shows [the Manager of Regulatory Affairs]'s (Global's) unprofessional attitude towards me, including calling me narrow-minded. I have been civil in this case, worked hard to prove my point and [the Manager of Regulatory Affairs] has been rude, has lied to both of us and now is trying to cover her tracks by attacking me. Why is Global so resistant to placing a verbal warning to parents (airs Sunday morning at 8:30) that a message of hate, fear and bigotry is about to begin. That's all I ask, a tool to protect children.

You once told me all communication would be included in the case and I want her accusatory emails and the so called "very threatening" and "non-existent" late night voicemails included and I believe you have the power to get them. Maybe the CBSC's lawyers can demand them.

The host of *God Talk* has asked me for all the correspondence I have had with CBSC and Global which I will hand over today. I think there are some legitimate Christians that are ticked off with Global and Van Impe Ministries' message and it makes a great story.

Again, sorry you are in the middle, but you can thank [Global's Manager of Regulatory Affairs] for that; it wasn't my play.

As per your suggestion please pass this email on to [the Manager of Regulatory Affairs]'s supervisor (general manager) and please cc a copy to [Canwest's CEO]. I look forward to a response from management; it will be interesting.

He then sent a copy of his complaint to Advertising Standards Canada:

Please add the complaint to the Advertising Standards to my file 08/09-0691.

Advertising Standards Canada has received your Online Complaints Submission as summarized below. If you have any questions or comments regarding this submission, please respond by reply e-mail.

ASC carefully reviews all Complaints Submissions and responds by Canada Post.

Thank you for using the Complaints Response System.

Advertising Standards Canada

Advertisement Information:

Advertiser/Brand Name: Jack Van Impe Ministries

Product: Books, DVDs

Description: infomercial praying on fears and superstitions to sell books and DVDs.

Media Information:

Media: Global TV Winnipeg

Viewing Date: every Sunday

Complaint:

The Jack Van Impe Ministries is a TV Evangelical infomercial. Unlike most mainstream religious programming, this infomercial is based on fear, hate and bigotry, not peace, love and tolerance that genuine, responsible religious programming provides. The premise of the Jack Van Impe Ministries is as follows: The infomercial starts with Jack Van Impe's wife Rexella reading the news from the previous week's headlines. Jack then deviously bastardizes the news to make the biblical prophecies sound relevant with today's events. For example the H1N1 outbreak was a sign of pestilence, Iran's threatening Israel is a warning of war, and N. Korea's belligerence towards the USA means that the end is coming soon because N. Korea has nukes AND missiles.

Van Impe predicts the world will end on 21/12/2012. He points out that Russia, N. Korea and Iran are treacherous and a danger to Israel and the West. The end will come when America defends Israel and there is "the most terrible of wars and all will die EXCEPT born-again Christians". So in his words if a person is a Jew, Hindu, Muslim, Sikh, Buddhism [sic] etc. he/she will die. This is bigotry. Excluding someone because their beliefs are different than yours. After scaring folks with his doom and gloom he tries to sell his books/DVDs about the end of the world and how you can save yourself (simple, you become a born-again Christian).

His end-of-days prediction is akin to doomsday cults who predict the end of the world or, to the extreme, the aryan nation saying only whites should live. When you take away the religious smokescreen, one can see there is no difference.

As I have previously stated, this program is not a religious program, it is an infomercial under the guise of a religious program. The message is the same every week: fear, hate, intolerance, bigotry and buy our merchandise. Advertising Standards rule 11 Superstitions and Fears applies to this situation. Advertisements must not exploit superstitions or play upon fears to mislead the consumer. This show exists on people's superstition and fears by selling books and DVDs after scaring them into thinking the end is near. I feel children, the elderly and infirm are affected negatively and are targets of Van Impe. This infomercial is aired Sunday mornings at 8:30 when children are watching cartoons and adventure shows. They don't need to come across some doom and gloom bigot and be frightened by his rants. It seems only the Winnipeg market gets to watch Van Impe sell his snake oil which means other stations deem it inappropriate. Or perhaps because of the ethnic diversity of centres like Vancouver, Toronto and Montreal there would be an outcry from other religious groups citing bigotry.

I confirm that neither I nor any member of my household has any affiliation with a competitor of the advertiser or the advertiser's advertising agency.

I give consent to ASC to disclose my name, contact information, and a copy of this complaint to ASC and the Consumer Response Council for the purpose of reviewing the complaint, and for the purpose of providing further information about ASC's activities. I also give consent to ASC to disclose my name, contact information, and a copy of this complaint to the advertiser for the purpose of responding to my concerns.

And then he sent the CBSC an e-mail he requested be sent on to Canwest's CEO:

Please forward this synopsis of my dealings with Global and the CBSC to [the CEO] at Global Canwest.

Mr. [CEO]

Canwest Global

Dear Sir,

I think you will find the following information I provided to Corus and CJOB's religious program called *God Talk* a concern for Global TV.

Recently, I have had asked Global to insert a verbal warning before the Jack Van Impe Ministries show (an infomercial) and have received nothing but insults, exaggerations and lies from [Global's Manager of Regulatory Affairs]. These emails were also forwarded to [Global's Executive Assistant for Regulatory Affairs] and [the Communications Coordinator] from the CBSC thus raising other issues. I find her behaviour in dealing with my concern over child abuse, fear/hate-mongering and bigotry unprofessional and disconcerting. Please take the time to read the following correspondences between myself, [Global's Manager of Regulatory Affairs] and the CBSC.

Thank you in advance for your time.

Letter to Corus and CJOB's *God Talk*

Good morning,

I have attached and copied some of the correspondence starting with my complaint and Global's response. When the CBSC forwarded my complaint, Global was supposed to make sure they have a copy of the program I flagged and watch the "infomercial" and give me a response on why they agree or disagree with me. I don't think [the Viewer Relations Coordinator] from Global viewed the program before she sent me a written decision, which I immediately appealed. It takes 5 months to have the CBSC panel review my appeal, which is ridiculous. Not only that, but the CRTC won't hear my complaint until CBSC is done with my file.

[He pasted a copy of his original complaint on the CBSC webform & a link to a PDF of Global's response to him.]

[The Viewer Relations Coordinator] from Global:

My critique:

Reading her response leads me to believe she did not watch the show. She is simply justifying Global's decision to take money from a bigot. If she had any sensitivity to other religions or groups of people or children, she would have realized I had a point. If someone watches this infomercial and cannot see the intolerance and fear that is preached, then I think they have a problem as well. Notice Global even has a disclaimer at the end of the show not the beginning. "The opinions expressed in the following program are those of the participant and do not necessarily reflect those of Global Television."

Then she said there was a PG rating (located in the upper left-hand corner for 15 seconds at the start of the program). At the time there wasn't a PG at all. The following email from [Global's Program Planning Manager] explains how they "misplaced the PG". The PG rating can also be found on the tv show *Driving Television*, which is about car reviews, hybrids and car care. Why? Just shows us that they are pretty lame at Global when it comes to following programming guidelines.

[He pasted Global's Program Planning Manager's e-mail to him; followed by the CBSC's acknowledgment of receipt of his Ruling Request.]

I later realized I may have another angle ... using the Advertising Standards rule 11:

"Advertisements must not exploit superstitions or play upon fears to mislead the consumer".

I called [Global's Program Planning Manager] and [Viewer Relations Coordinator] and left a message basically stating I think they are breaking the advertising standards article 11. I may have sounded like "I gottcha on this one" but I was not threatening like [the Manager of Regulatory Affairs] attests. I asked them to explain and call me. I left my home #. This is the email I received from [the Manager of Regulatory Affairs]:

[He pasted the e-mail he received from the Manager of Regulatory Affairs stating that the program is not considered an infomercial.]

Notice the huge exaggeration which makes me sound like I'm harassing her at home! As I stated, I left 2 voicemails; the calls "at night" didn't happen.

[He pasted his reply to Global and Global's subsequent e-mail in which they indicated they would not be responding to him further.]

This email is offensive, rude and libelous. She called me narrow-minded and then shuts me out. How ironic, me not seeing other people's views. Notice I have never attacked any of Global's employees' characters. The next email from [the Manager of Regulatory Affairs] is downright inane.

This email is from [the Manager of Regulatory Affairs] to the CBSC's [Communications Coordinator], way out of line to be accusing me of a disdainful act to another professional, I call it SLANDER.

[He pasted the e-mail that Global sent to the CBSC which mentioned the complainant's "hostile and threatening" voicemails.]

First of all "very hostile" and "threatening voice mails" ... she has gone over the top, off the edge so to speak, running scared because of her previous email calling me narrow-minded. Saying that I am a conspiracy theorist is laughable. I have stated that Van Impe pays Global to air the show; that's their cut, and Van Impe gets his revenue from people in Winnipeg who buy his books and DVDs on the end of the world (only one of his many insidious messages of doom). It's a scam no matter how you look at it and Global is part of it.

[He then pasted the 2 e-mails he sent to the CBSC stating his position on the "hostile" voicemail issue and asking the CBSC to get copies of those voicemails; the CBSC's reply to those requests; and his reply to the CBSC.]

As you can see, all I wanted was an explanation on what the difference is between US Paid Religious Programming and an infomercial. I tried with Global, but as you can see they did nothing to alleviate my concerns or explain their rationale; they made it worse. Global is using "religious programming" to get away with breaking broadcasting rules and regulations, period. I was told Fox broadcast the show in the middle of the night when only weirdos are up, lol.

When [the Manager of Regulatory Affairs] says "some people like Jack Van Impe" is like saying some people like neo-Nazis and skinheads or some people like to deny the Holocaust. It doesn't make it okay ... this is the kind of logic that drives me crazy!

Well that's all I have ... maybe you could have your listeners email Global or the CBSC if they agree with me that there should be a verbal warning before the Jack Van Impe Ministries "infomercial".

I will make myself available Sunday if you think it will help the cause.

The CBSC wrote back to the complainant on June 1 reiterating that it can only deal with on-air content, not any concerns he has with voicemails and the e-mails that went back and forth regarding those voicemails. The CBSC did, however, forward the above e-mail on to its contact people at Global as per the complainant's request (though not to Global's CEO, since the CBSC does not have contact information for him specifically).

On June 3, the complainant noted a second broadcast that concerned him, so the CBSC opened a new file (08/09-1774):

To the panel:

On Sunday May 31/09 at 8:30 am on Global TV, Winnipeg, Jack Van Impe host and founder of the Jack Van Impe Ministries Presents (infomercial) looked into the camera and said

"Christianity is at war with Islam". Not Islamic terrorists but 1 billion people of Muslim faith. Inflammatory, untrue and bigoted, these statements need to be taken seriously.

The broadcaster replied to the new complaint on June 25:

We are in receipt of your letter via the CBSC regarding Global Television's broadcast of *Jack Van Impe Presents*, Sunday, May 31, 2009 at 8:30 am on CKND Global Winnipeg.

In your letter, you have expressed concerns regarding a statement made by Jack Van Impe during the program.

As per our previous correspondence with you regarding this show, as responsible broadcasters, we are sensitive to the members of our viewing audience and we apologize if this show offended you; I assure you that it was not our intention to do so.

Under the *Broadcasting Act*, broadcasters are required to provide a broad spectrum of entertainment and information programming for "men, women and children of all ages, interests and tastes". Television programming is required to be diverse and appealing to a wide range of audiences. Before we decide to broadcast a program, our Programming Department screens it to ensure it is suitable for broadcast. The determination of suitability includes ensuring that the broadcast would not contravene applicable broadcast laws and industry codes including, but not limited to, the Canadian Association of Broadcasters' (CAB) *Code of Ethics*, *Equitable Portrayal Code for Television and Radio Programming*, and *CAB Violence Code*. As a result, what one viewer might consider an interesting or informative program might lead another to turn the channel.

Clause 8 of the Canadian Association of Broadcasters' (CAB) *Code of Ethics* states:

Broadcasters should endeavour to make available to the community adequate opportunity for presentation of religious messages and should also endeavour to assist in all ways open to them the furtherance of religious activities in the community.

Jack Van Impe Presents is a religious program featuring American televangelist Jack Van Impe, expressing his individual opinions.

With the above in mind, the following disclaimers are aired at the top of every broadcast.

'The opinions expressed in the following program are those of the participant and do not necessarily reflect those of Global Television.'

Global Television adheres to the television rating system created by the Canadian Association of Broadcasters (CAB) and the Action Group on Violence on Television (AGVOT). This six-level rating system is used to classify any levels of violence, language or sex/nudity in all drama, feature film and children's programming broadcast in Canada. This

public rating system is intended to advise viewers of a program's content in order to allow you, the viewer to determine a program's suitability for your own viewing needs and desires. As required, an on-screen key airs for the first fifteen seconds of the program and matching V-Chip data is encoded into our transmission for the entire duration of the program.

Jack Van Impe Presents is rated "PG". Programming with this classification may contain themes which might not be suitable for viewers under the age of 8. Programming within this classification might address controversial themes or issues. As well, parents should be aware that there might be elements, such as limited sexual reference or content, which some could consider inappropriate for unsupervised viewing by children in the 8-13 age range. As you already know, this rating does not restrict the broadcaster from airing the program prior to the "watershed hour" which is 9:00 pm to 6:00 am and usually reserved for adult content.

While the themes and discussions of *Jack Van Impe Presents* may be considered controversial at times, as a conventional broadcaster, we present a varying degree of opinions and beliefs. That said, we do not feel that we have contravened any broadcast Codes or guidelines.

However, we contacted the producers of the show and asked that they be more objective in their statements. If you still have issues with the program, you may want to discuss them directly with the producers.

The complainant filed his Ruling Request for this new complaint on July 8:

In what way is a statement such as "Christianity is at war with Islam" religious content? It is nothing but an inflammatory statement by a bigot. Two weeks later he said "Muslims hate Jews". I take it Global's okay with that also. It is the same kind of message that any hate group would promote. I cannot for the life of me understand why you cannot see this.

I emailed [the CBSC Communications Coordinator] with this issue simply to add it to my previous complaint for the CBSC panel to read ... I did not open another complaint so this exercise is moot. However, again, [Global's Viewer Relations Coordinator], your response is not only inept, but it does not answer the question of why you air such hate. Why can't Global simply put the parental warning to protect children? How hard is that? Why does Global reject such a logical request.

Again, this was not a formal complaint. [CBSC Communications Coordinator], please just add my previous letter to you re "Christianity is at war with Islam" to my file for the panel to review.

The CBSC acknowledged receipt of that Ruling Request and assured him that all correspondence for both files would be reviewed by the Panel. He wrote back on July 8:

Hi,

Thanks for the info.

It is very important that the secretariat know about the latest statements Jack Van Impe has made. His rhetoric has escalated to the point where he is inciting hatred and perhaps physical harm on the Muslim population of Canada. This is not a matter to be dealt with in 6 months time and you said in an earlier email that I could add pertinent facts.

Again, Jack van Impe has stated that:

1. "Christianity is at war with Islam"
2. "Muslims hate Jews"

You cannot say that on TV in Canada even under the guise of religious programming (or infomercial); maybe in Iran, but not here.

If you can't add it to the original file, I'll need to file an appeal.

The CBCSC informed him that it would need the date and time of the episode in which Van Impe allegedly stated "Muslims hate Jews". He did not provide that information, but did send additional comments on September 17:

Please find attached a file with additional information for the council to consider. I find it very distressing that Global is trying to deceive me. Now it makes sense why [Global's Manager of Regulatory Affairs] and [Viewer Relations Coordinator] et al are so hostile towards me. They are breaking clause 8 of CAB [*Code of Ethics*] and know it, and just for a few dollars.

To the Council,

I have important additional information to bring forward.

Recently, I reviewed [the Viewer Relations Coordinator]'s (Global TV) reply to my complaint about Jack Van Impe Ministries being inappropriate for children and there being need for a verbal parental warning. [The Viewer Relations Coordinator] used Clause 8 of CAB [*Code of Ethics*] to justify Global's airing of Jack Van Impe Ministries. That is fine, BUT she failed to add the second paragraph of Clause 8.

Clause 8 - Religious Programming

[Global's Viewer Relations Coordinator]'s response:

Broadcasters should endeavour to make available to the community adequate opportunity for presentation of religious messages and should also endeavour to assist in all ways open to them the furtherance of religious activities in the community.

She left this part out:

Recognizing the purpose of the religious broadcast to be that of promoting the spiritual harmony and understanding of humanity and of administering broadly to the varied religious needs of the community, it shall be the responsibility of each broadcaster to ensure that its religious broadcasts, which reach persons of all creeds and races simultaneously, shall not be used to convey attacks upon another race or religion.

The Jack Van Impe Ministries "infomercial" is all about attacking other religions, people, and ways of life. There is nothing spiritual about this program.

Perhaps she simply forgot to add the part that makes Global look guilty of breaking Clause 8 of CAB [*Code of Ethics*].

On May 31/09 I made a complaint to Global through CBSC (C08/09-1774) that Jack Van Impe had stated on his program that "Christianity is at war with Islam". I received the same reply from [Global's Viewer Relations Coordinator] and again she left out the second paragraph of Clause 8. So this is a pattern, not a mistake. Two weeks later Van Impe stated " Muslims hate Jews". I didn't bother to complain; why waste my time?

One has to wonder why they can't simply add the verbal warning. No child should be subjected to this horrible excuse for religious programming. I think the show should be relegated to the 2 am to 4 am time slot or forced off the air.

Since [Global's Viewer Relations Coordinator]'s deceptive reply has allowed me to add information, I would like to state that I emailed Van Impe Ministries and asked them if they did any "religious activities" in Canada. I have yet to receive an answer, so I went to Van Impe's website, www.jvim.com, and read that they do nothing in Canada ... no shelters, food banks, counseling, no spiritual harmony ... nothing except take our money for the DVDs he sells by scaring people. I guess Global makes out okay as Van Impe Ministries pays them to air the show.

How do I know if the council has received my new info? Are there transcripts of the decision?

After dealing with [Global's Viewer Relations Coordinator] and [Manager of Regulatory Affairs], I just can't trust the broadcast community to do the right thing.

The complainant sent a request for an update on the status of his file on October 5:

It's been over 7 months since I appealed Global's response to my complaint about Jack Van Impe Ministries.

I understood it would take 6 months.

I would like a response that CBSC received my last letter re [Global's Viewer Relations Coordinator] deception on Clause 8 of CAB [*Code of Ethics*]. I'd like to make sure the panel will read it.

Global has broken both CAB and Advertising Standards code of ethics by airing Van Impe's garbage. BUT they do make money ... which is sad.

The CBSC acknowledged receipt of that e-mail and the previous one. It also assured him that his files were being dealt with, but that unfortunately the CBSC was experiencing some delays. He e-mailed to thank the CBSC for the update.