
APPENDIX B

CITY-DT re *CityNews* report (house explosion update)

CBSC Decision 16/17-1173

The Complaint

The CBSC received the following letter dated January 23, 2017 by regular mail:

Dear Sir/Madam,

I want to make a complaint about *CityNews* Toronto's TV news report that aired Dec 30, 2016 (24 days ago) 6 pm their time on our chan. 262.

CityNews won't respond to my complaint.

I have a copy of the Dec 30, 2016 broadcast & it can be seen on their website still.

My original complaint was to the privacy commissioner (enclosed) who told me to write you - but it was past the 28 days - but again Dec 30, 2016 *CityNews* re-aired what I complained about so I now complain.

Since my July 1 & Sept 19, 2016 complaints enclosed explain what *CityNews* did wrong, I won't repeat it all again here - but on Dec 30, 2016 they aired a woman's personal letters found at a crime scene in Mississauga, Ont. and still now let people read them on their website as well.

How can they legally read people's personal mail from a crime scene! on TV and on the web let people print those letters! if they want? And they made money from doing that.

The complainant enclosed a copy of his July 1, 2016 complaint to the Office of the Privacy Commissioner of Canada and the Commissioner's response dated July 19. He wrote comments on the letter as follows:

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Response from the Office of the Privacy Commissioner of Canada - INFO-043375

From: **Inquiries Requetes** (Inquiries.Requetes@priv.gc.ca)

Sent: July-19-16 2:15:32 PM

To: [REDACTED]

Our file: INFO-[REDACTED]

Dear Mr. [REDACTED],

Thank you for your question to the Office of the Privacy Commissioner of Canada.

The mandate of our Office includes overseeing compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA), Canada's federal private sector privacy law.

PIPEDA sets out ground rules for how private sector organizations can collect, use or disclose personal information in the course of commercial activities. However, it does not apply to an organization's collection, use or disclosure of personal information solely for journalistic purposes.

IT WAS USED FOR MONEY MAKING PURPOSES.

Based on the information provided, it appears unlikely the issue you have raised would fall under our purview.

You may wish to communicate with the Canadian Broadcast Standards Council which deals with the ethics of news organizations. The contact information is as follows:

Canadian Broadcast Standards Council
PO Box 3265 Station D
Ottawa, ON, K1P 6H8

Telephone: 613-233-4607
Toll Free: 1-866-696-4718
Fax: 613-233-4826

see my complaint next page

You may also wish to address your concerns with the person responsible for privacy or the ombudsman at the organization in question.

We hope this information proves helpful. If you have further questions, please do not hesitate to contact our Information Centre at 1-800-282-1376.

Sincerely,

Information Centre

Office of the Privacy Commissioner of Canada

- First name (optional):: [REDACTED]
- Last name (optional):: [REDACTED]
- Phone Number (optional)::
- Email address: : [REDACTED]
- Province: : Nova Scotia

Are you contacting us...

: as an individual?

- Do your questions relate to the personal information handling practices of...: an individual?
- What is the topic of your enquiry? Making a selection is not mandatory, but may help us better respond to your request. : Privacy breaches
- What is your question for the Information Centre? (Please do not provide any sensitive personal information, such as medical information, banking information, social insurance number, etc.):
june 29 2016 there was a house explosion in Mississauga Ontario-personal letters were thrown around the area of the house and were picked up by people then read on the news {city news,ctv,global etc-i can send a copy}the showed the whole letter that we could read and they read parts of the letters!can the media read our personal letters to all Canadians/the world?and do I complain to you about this?can someone brake into houses and read stolen personal on tv making money off disasters etc and read our mail???? so who do I complain to?


 MY COMPLAINT JULY 1, 2016
 T.T.

He also enclosed his September 19, 2016 letter addressed to Peel Police with a note that read “won’t answer me”:

Dear Sergeant [J. C.]: Peel Police,

About the Mississauga house explosion June 29, 2016 – I want to report crimes against the estate ([P. C.], etc.) of [D. P.]/[R. N.] – the media STOLE personal letters and sold them on TV, newspapers, etc. in their stories – her estate owned the content of those letters and only they had the right to sell them.

In the enclosed *CityNews*, Global, CBC, etc. they all say they “OBTAINED” the letters from “NEIGHBOURS”! who they KNEW never owned their content. Neighbours had no right to read someone else’s letters! So the media were in possession of stolen property.

I sent *CityNews* a complaint and for ONE MONTH they didn’t cover the story because I had 30 days to file a complaint = they KNEW they did wrong. My CHCH complaint was ignored also. If someone bombed *CityNews* and TV shows, etc. went flying all over the neighbourhood, could people sell the content all over the world – NO, they would sue us.

You will have to contact the house, etc. estate owners to see if they want charges & you should give them a copy of this letter so they can SUE *CityNews*, etc.

I enclosed my privacy commissioner complaint – if you want more info I can send it.

The complainant also sent a copy of the complaint he sent to CHCH, as well as web coverage of the house explosion. He included his handwritten notes on those documents so they are reproduced below:

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complaint

From: [REDACTED]
Sent: July-03-16 2:59:46 AM
To: tips@chch.com

CHCH TV
WONT RESPOND

i sent the fed. privacy commissioner a complaint against city news/ctv/cbc/global over the mississauga house explosion-they read the home owners personal letters to the world!!!!!! that were found on the ground-what if this happened to me/you-so i want this to never happen again to other media victims-i noticed after i told city news about my complaint saturday they stopped covering the story.
i am from nova scotia. yours truly [REDACTED]

CHCH Protects other media

NOTE - you cant complain about a journalists past 3 months, (or the TV station's story past 4 weeks) and you cant complain unless you (estate in this case) agree not to SUE! - if they dont take your complaint you cant appeal or sue!
+ the web stories enclosed came from TV and newspapers - you CANT complain to ANY-ONE about web stories!

The only hope is to sue or criminal charges.

City (<http://www.citytv.com/>) | Cityline
(<http://www.cityline.ca/>) | Breakfast Television
(<http://www.breakfasttelevision.ca/>)



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Disturbing letters found at site of Mississauga house explosion

BY NEWS STAFF
POSTED JUN 29, 2016 4:56 PM EDT LAST UPDATED JUN 29, 2016 AT 11:32 PM EDT

LOCAL ([HTTP://WWW.CITYNEWS.CA/CATEGORY/LOCAL/](http://www.citynews.ca/category/local/))

LISTEN NOW
680 NEWS live

(<http://player.680>)

SHAUNA MONT stole property

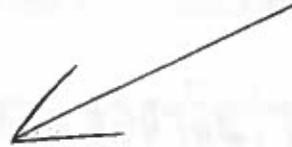
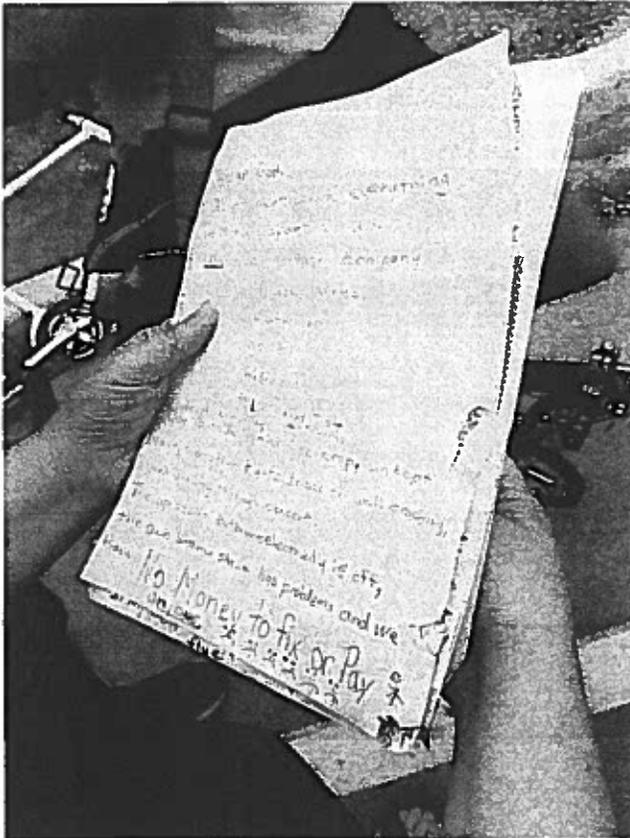


Police are investigating handwritten notes found scattered among the debris where a Mississauga home exploded on Tuesday.

CityNews has obtained a few of the letters witnesses say were raining down on their properties. Neighbours have called the contents of the letters eyebrow-raising and said they read like pages of a diary, talking about financial troubles such as not being able to pay bills and asking God for forgiveness.

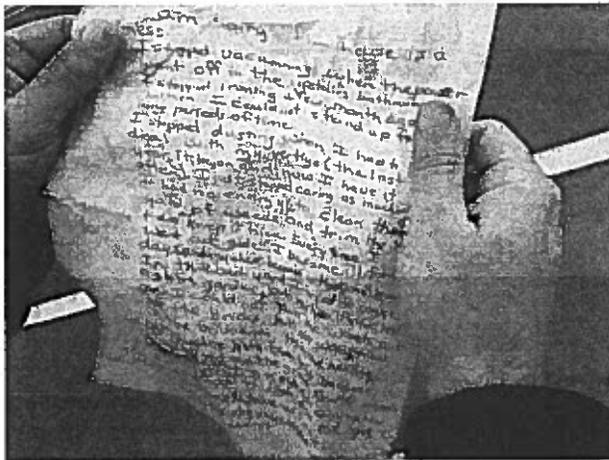
STOLEN PROPERTY

I have a DVD with them selling the letter content on the news - call if you need a copy. T.T.



(<http://www.citynews.ca/wp-content/blogs.dir/sites/10/2016/06/29/letter01.png>)

One of the letters found among the debris of the Mississauga house explosion



(<http://www.citynews.ca/wp-content/blogs.dir/sites/10/2016/06/29/mississauga-blast-letter-2.jpg>)



mississauga explosion letters

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Disturbing letters found at site of Mississauga house explosion ... www.citynews.ca/.../disturbing-letters-found-at-site-of-mississauga-house-explosion/
 Jun 29, 2016 - Police are investigating handwritten notes found scattered among the debris where a Mississauga home exploded on Tuesday. CityNews has obtained a few of the letters witnesses say were raining down on their properties ... The home at the epicentre of the blast was levelled in the ...

Police gather disturbing letters found near where house exploded ... www.cbc.ca/news/canada/toronto/mississauga-house-explosion-letters-1.3657958
 Jun 29, 2016 - Police are trying to find out who wrote letters found by neighbours near the scene of a fatal house explosion in Mississauga, Ont., this week. Neighbours say the letters are disturbing. ... The explosion on Hickory Drive killed a woman, injured several people and damaged 25 homes in a ...

Male victim at site of Mississauga home explosion served time for ... www.cbc.ca/news/canada/toronto/bodies-mississauga-home-explosion-1.3661905
 Jul 1, 2016 - Cause of the Mississauga explosion unlikely to be released this weekend, ... Police gather disturbing letters found near house that exploded ...



Images for mississauga explosion letters Report images



More images for mississauga explosion letters

Mysterious notes found at Mississauga house explosion scene may ... globalnews.ca/.../mississauga-residents-in-house-blast-zone-wont-be-allowed-back-unl...
 Jun 29, 2016 - Mississauga police investigate massive house explosion ... Mississauga home explosion. Police investigating letters found near home. 00:17 ...

Mississauga explosion: residents count their blessings, survey the ... www.thestar.com/News/GTA
 Jun 29, 2016 - Debris litters a street after a house explosion in Mississauga after a house ... Police have not confirmed the "Dear God" letter was one of the ...

Fatal house explosion rocks Mississauga - Toronto Star www.thestar.com/News/GTA
 Jun 28, 2016 - Debris litters a street after a house explosion in Mississauga after a ... the Star images of handwritten letters he said a friend recovered on the ...

'I just broke down': Mississauga mom bikes through explosion site to ... www.metronews.ca/.../paramedics-explosion-in-mississauga-declimates-multiple-home...
 Jun 28, 2016 - Mississauga fire investigators say gas is a possibility but it's too early to ... Peel Police have not yet confirmed this specific letter was one of the ...

DEADLY MISSISSAUGA HOUSE EXPLOSION: Focus turns to strange ... www.mississauga.com/Home/News
 Jul 4, 2016 - Peel Regional Police and Mississauga Fire and Emergency Services ... "Investigators are working extremely hard to analyze letters that were ...

Strange handwritten notes that describe financial ruin found in ... news.nationalpost.com/.../strange-handwritten-notes-that-describe-financial-ruin-foun...
 Jun 29, 2016 - ... describe financial ruin found in Mississauga exploded house debris ... The National Post has no knowledge of the letters' authorship, and ...

Searches related to mississauga explosion letters

- mississauga explosion 1979
- mississauga house explosion address
- mississauga explosion 2016
- mississauga explosion notes
- mississauga explosion address
- 4201 hickory drive mississauga
- mississauga explosion location
- robert walter nadler

READ MORE: Explosion destroys home in Mississauga; at least 1 person dead, 25 houses damaged

Police said Wednesday that notes found at the scene of the explosion could provide insight into the cause of the blast. Colley confirmed Thursday investigators were working to match the notes to the residents of the home.

Global News obtained one of the notes found at the scene and turned it over to police Wednesday. The notes appear to be written by a woman who complains of an inability to maintain her house due to persistent health issues.

"I am sorry the house is a mess. I stopped vacuuming [sic] when the power went off in the upstairs bathrooms. I stopped ironing a few month ago; When I could not stand up for long periods of time. I stopped dusting when I had to deal with my vertigo (the last year it began and now I have it often)," the note stated.

"I just stopped caring as much because of my pain ... I trust God to look after me and my husband to take us home. I sleep away my days cause I am in pain. Vertigo is the worst."

WATCH: Investigators looking at mysterious notes found in rubble of Mississauga home explosion

The notes also make several references to the Bible and the woman's husband, who was also categorized as having health issues.

"Dear God, You know that my health and my husband's health are in poor condition. We ask that you help us, we have trusted you with all of our lives and possessions



02:48

Mississauga house explosion not treated as homicide at this time



01:31

Mississauga home explosion 'not yet' being investigated as a homicide



01:57

69 homes remain in 'evacuation zone' amid Mississauga house explosion investigation



02:29

Mississauga police investigate massive house explosion





mississauga explosion letters

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Still Too Early to Determine Cause of Explosion in Mississauga | Talk ...
www.640toronto.com/.../still-too-early-to-determine-cause-of-explosion-in-mississauga...
 Jun 29, 2016 - Still Too Early to Determine Cause of Explosion in Mississauga ... they are looking into hand-written letters found around the site of the blast in ...

What's behind letters found near Mississauga, Ont., house explosion?
www.stouffville.com/CanadianNews
 Jun 29, 2016 - Neighbours who live near a house in Mississauga, Ont., that exploded yesterday, killing a woman and damaging several other homes, say ...

Fire Chief says investigators searching for evidence 'safely and ...
toronto.ctvnews.ca/fire-chief-says-investigators-searching-for-evidence-safely-and-syste...
 Jun 29, 2016 - Police investigating an explosion in Mississauga that killed one ... later on Wednesday that "There's nothing to connect the letter to the house."

What's behind letters found near Mississauga, Ont., house explosion ...
www.24news.ca/.../233072-whats-behind-letters-found-near-mississauga-ont-house-expl...
 Jun 29, 2016 - Neighbours who live near a house in Mississauga, Ont., that exploded yesterday, killing a woman, say they've found letters near the scene ...

Mississauga house explosion: Residents disturbed by letters found at ...
www.latestcanada.com/article/.../mississauga-residents-explosion-disturbed-letters?ind...
 Jun 29, 2016 - Neighbours who live near a house in Mississauga, Ont., that exploded yesterday, killing a woman and damaging several other homes, say ...

Some residents disturbed by letters found near Mississauga, Ont ...
canada.trendolizer.com/.../some-residents-disturbed-by-letters-found-near-mississauga...
 Neighbours who live near a house in Mississauga, Ont., that exploded yesterday, killing a woman and damaging several other homes, say they've found letters ...

'Slow, systematic' investigation into house explosion, says ...
m.guelphmercury.com/.../6747767-slow-systematic-investigation-into-house-explosi...
 Jun 30, 2016 - ... investigation into house explosion, says Mississauga fire chief ... And that investigation will include the discovery of mysterious letters found ...

Some residents disturbed by letters found near Mississauga, Ont ...
canada.shafaqna.com/EN/CA/2/6461
 Jun 29, 2016 - Some residents disturbed by letters found near Mississauga, Ont., house explosion.

neighbours find disturbing notes near mississauga home explosion site
www.zoomerradio.ca/.../neighbours-find-disturbing-notes-near-mississauga-home-ex...
 Jun 29, 2016 - Residents who live near the house in east Mississauga flattened by an explosion Tuesday found letters near the scene. Hickory Drive Blast.

No quick answers in explosion aftermath - Brantford Expositor
www.brantfordexpositor.ca/2016/06/29/no-quick-answers-in-explosion-aftermath
 Jun 29, 2016 - One day after the Mississauga explosion investigators comb ... from a massive explosion and melancholy letters referencing "Jesus" and "God" ...

Searches related to mississauga explosion letters

- mississauga explosion 1979
- mississauga house explosion address
- mississauga explosion 2016
- mississauga explosion notes
- mississauga explosion address
- 4201 hickory drive mississauga
- mississauga explosion location
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Broadcaster Response

CITY-DT responded to the complainant on February 28, 2017:

We have received your complaint regarding a CityNews report about a house explosion in Mississauga that was broadcast on City Toronto ("CITY-DT") on December 30, 2016 at 6:00 PM ET.

In your complaint, you state that CITY-DT aired a woman's personal letters found at a crime scene in Mississauga. You further state that you wish to understand how CITY-DT can legally read people's personal mail from a crime scene.

As you may be aware, the Canadian Broadcast Standards Council ("CBSC") is an independent organization that administers codes and standards proposed by the Canadian Association of Broadcasters ("CAB"), and approved by the Canadian Radio-television and Telecommunications Commission ("CRTC"). CITY-DT is owned and operated by Rogers Media ("Rogers") and is an associate in good standing with the CBSC.

The codes and standards administered by the CBSC include the CAB Code of Ethics and the Radio Television Digital News Association of Canada ("RTDNA Canada") Code of Journalistic Ethics (collectively "the Codes"). Based on your complaint, we believe that the following clauses are applicable to the impugned broadcast, and will be relevant for determining whether a breach of the Codes occurred:

CAB Code of Ethics

Clause 5 – News

(1) It shall be the responsibility of broadcasters to ensure that news shall be represented with accuracy and without bias. Broadcasters shall satisfy themselves that the arrangements made for obtaining news ensure this result. They shall also ensure that news broadcasts are not editorial.

(2) News shall not be selected for the purpose of furthering or hindering either side of any controversial public issue, nor shall it be formulated on the basis of the beliefs, opinions or desires of management, the editor or others engaged in its preparation or delivery. The fundamental purpose of news dissemination in a democracy is to enable people to know what is happening, and to understand events so that they may form their own conclusions.

(3) Nothing in the foregoing shall be understood as preventing broadcasters from analyzing and elucidating news so long as such analysis or comment is clearly labeled as such and kept distinct from regular news presentations. Broadcasters are also entitled to provide editorial opinion, which shall be clearly labeled as such and kept entirely distinct from regular broadcasts of news or analysis.

(4) Broadcasters shall refer to the *Code of Ethics* of the Radio and Television News Directors of Canada ("RTNDA") [since 2011 renamed the Radio Television Digital News Association ("RTDNA")] for more detailed provisions regarding broadcast journalism in general and to the *CAB Violence Code* for guidance with

respect to the depiction of violence, graphic reporting of delicate subject matter or the use of explicit language in news and public affairs programming on television.

RTDNA Canada Code of Journalistic Ethics

5.5 We will not infringe on a person's privacy unless we believe there is overriding public interest.

We have reviewed the logger file of the broadcast and can confirm that CITY-DT reported on the house explosion in Mississauga. For the reasons outlined below, we do not believe that our news coverage of this event breached the Codes.

The *CityNews* report briefly showed on screen the images of three (3) handwritten letters found among the debris of the Mississauga house explosion for approximately eight (8) seconds. The voiceover during this segment stated the following:

When the explosion happened, handwritten letters that resembled pages from a diary were strewn across the neighbourhood. Many of those letters suggested the couple may have been struggling financially and emotionally with handwritten notes pleading to God for help paying bills.

We take the integrity and reputation of our news stations very seriously. It is our view that our coverage of the Mississauga house explosion was accurate, fair, without bias, and in keeping with the standards prescribed in the Codes. We submit that any potential infringement of a person's privacy as it pertains to the letters was outweighed by the overriding public interest in this news event. The letters provided some insight into the people who lived in the house who were key suspects in the cause of the explosion. This information served the public's legitimate and justifiable need to know who they are and what may have caused their house to explode. We believe that our coverage of this event upheld our journalistic responsibility to act independently, to be fair and respectful, and to report the facts. Accordingly, we do not believe that our news coverage of this event breached the Codes.

We also note that the Office of the Privacy Commissioner of Canada has advised you that this issue is unlikely to fall under its purview, since the *Personal Information protection and Electronic Documents Act* ("PIPEDA") does not apply to the collection, use or disclosure of personal information solely for journalistic purposes. Accordingly, we submit that our news broadcast was solely a journalistic undertaking, not a commercial activity, and did not result in any privacy violations under PIPEDA.

Thank you for taking the time to express your thoughts about our programming. We value the opinion of our viewers and appreciate the opportunity to respond to your complaint directly. We hope that you will continue to enjoy City's programming.

Additional Correspondence

The complainant filed his Ruling Request dated March 7, 2017 with the following notes:

I got the Rogers/*CityNews* response and they claim they can infringe on a person's privacy with no limit if they (i.e. their own judge/jury which the code allows) believe there is overriding public interest. No limit = hack computer/cell phones, fly drones past bedroom windows, read crime scene mail! So if the same thing happened at *CityNews* (example only) their mail is for all to read/sell? See the 7 points I make in my enclosed March 2, 2017 letter to them.

P.S. To make this 14 day time limit, I can't see what they say about my March 2, 2017 letter and respond unless you give more time. They never sent me the no limit rule = fraud/lie.

He also enclosed a hand-written letter he had sent March 2 directly to Rogers:

I type slow so wrote this -

Thank you for your side of why you put the letters on *CityNews*.

I was born Aug 16, 1960 in North York, Toronto - moved to NS in 1971 and I am a poor, disabled person fighting as a THALIDOMIDE victim - see enclosed CBC story about me. (CBSC, do you want a copy?)

Your arguments ignore the following - which proves BIAS -

- (1) The media, NOT the public wrote your own rules to protect you NOT the public so ANY defence is BIAS.
- (2) You ignored the story of neighbours picking up other people's mail and reading it! You seem OK with that. NO NEWS THERE! Was that a criminal act or a moral wrong?
- (3) You won't infringe on a person's privacy unless you believe there is overriding public interest (O.P.I.) BUT you caused the O.P.I. by first reading the letters causing a soap opera story people then wanted more of - so you caused the story, not reported it. You never asked the public "How do you like it if we read your letters - so do you still want us to show letters the dead people clearly wanted destroyed in the house explosion?"
- (4) O.P.I. allows privacy violation WITH NO LIMIT you say - so can you fly drones by people's bedroom windows for the story or pay cops, etc. bribes or plant microphones in rooms, etc. all in the name of O.P.I.? Your letter says YES, you can also HACK computers/cell phones, NO LIMIT! The estate owners were not given a chance to copyright the letter content and sell it if they choose.
- (5) Was it against any criminal code laws?
- (6) You say the airing of the letters was solely a journalistic undertaking/not commercial - yet made money! You caused O.P.I. to make money AS WELL. You are not PBS or the CBC. So if you made money, will you return it to the estate? NO.

(7) BIAS prevents you from telling the story this letter created – clause 5(2) hindering either side of any controversial public issue – would they be OK with their mail being read so it causes a O.P.I. snowball effect? *CityNews* should have first asked the public if they were OK with a O.P.I. privacy violation with no limit – limits would have prevented the story from becoming an O.P.I. Why not plant microphones in a top lawyer's office and when a major story is heard, you can play the story on *CityNews* because it's O.P.I. This is what your letter to me suggests you can do.

If you feel you did no wrong then you won't change your ways – your defence was bias and you are NOT sorry for reading letters she clearly wanted destroyed – what goes around comes around. I only want you to see your wrongs – at least you do good stories on lawyer criminal acts, etc. – also CHCH, CTV, CBC all also showed those letters all over Canada so the problem is widespread.

So if you are right that O.P.I. allows privacy vio [*sic*] with no limit then I have to fight that law.

So I will ask the CBSC for a ruling request next week.