

Canadian Broadcast Standards Council



Annual Report 2016/2017

For the fiscal year running from
September 1, 2016 to August 31, 2017



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OUTGOING CHAIR'S MESSAGE

Report on the Past Year

It is my pleasure to present our Annual Report for the fiscal year 2016/2017. During this fiscal year, we continued to meet our goal of treating most files within four months following the receipt of a Ruling Request. In that respect, I must commend the team of the Secretariat for their exceptional work, without which we would not have accomplished that goal.

This year, however, certain files generated such a large number of complaints that it was not always possible to treat them within that time frame. I refer namely to certain complaints about radio programs from Quebec City where the number of complaints received is almost equal to the total number of complaints received, about both radio and television, from the rest of the country, including the rest of the province of Quebec. This phenomenon, instigated by certain blogs, hinders timely resolution of files by monopolizing the meagre resources of the CBSC Secretariat. Only one complaint is necessary to trigger the CBSC's complaints resolution process. When we receive hundreds, all about the same program, our systems are quickly overtaxed, which slows down the process. Some of these processes should be reviewed in order to treat these types of cases more efficiently.

Last year, the Radio Television Digital News Association of Canada wholly revised its journalistic code of ethics, which came into effect on July 1, 2016. This year, the CBSC successfully dealt with two files under provisions of the new code, but those decisions were not published until after the end of the 2016/2017 fiscal year.

In February 2017, we published, in both official languages, the Annotated Canadian Association of Broadcasters' *Violence Code*, a work of more than 300 pages, that links the CBSC's decisions with the relevant Code articles, allowing broadcasters to better understand how the code is applied.

The following pages contain a summary of the complaints received during this fiscal year as well as a summary of the decisions released. The complete list of Panel Decisions can be found in the Appendix, with a hyperlink to the full text of each decision.

Our interactive website, which went online on December 1, 2015, not only simplifies the complaint submission process, but better equips us to manage our files.

Future Prospects

During this fiscal year, we received the fourth instalment of the significant benefits stemming from the Bell-Astral transaction. Thanks to this grant, we continued with the translation of previous decisions relating to television broadcasts and updated our annotated codes.

For this year, we intend to capitalize on the achievements of the previous years and continue to serve our broadcaster associates in the facilitation of constructive dialogue between them and their viewers and listeners.

Acknowledgments

I would like to take this opportunity to thank our Board of Directors and the Adjudicators of the various Panels, representing both the public and the broadcasting industry. Their work is entirely voluntary and each Panel is composed of an equal number of representatives from the public and the broadcasting industry. The Panel Adjudicators are responsible for examining the complaints that we receive and rendering a decision. They spend countless hours listening to or watching audio and video files, reading lengthy transcripts and attending Panel meetings. Their only reward is the satisfaction of having contributed to the benefit of the Canadian population. Without these volunteers, the CBSC would not be able to fulfill its mandate and, for this, they deserve our recognition.

I also want especially to thank our employees at the Secretariat who accomplish miracles in treating the large number of complaint files that come to us, not to mention the maintenance of the website, fact sheets and annotated codes which are all indispensable tools for our participating broadcasters.

Nor can I fail to acknowledge the excellent work of our Nominating Committee members who are responsible for recruiting our Adjudicators, from both the industry and the public. Over the years, they have succeeded in attracting talented Adjudicators and we thank them for that.

I would be remiss if I did not also thank our broadcasters who are committed to respecting the codes that they themselves adopted. While it is impossible to please everyone all the time, our participants strive to avoid repeating the same errors or omissions. In that respect, I assure them that they can rely on our full and complete collaboration in helping them to ensure that their employees are aware of and understand our codes and decisions.

Finally, after six years at the helm of the CBSC, I am happy to inform you that, as of January 2018, I will pass on the reins of the organization to Sylvie Courtemanche, a lawyer specializing in broadcasting who began her career at the CRTC before joining the ranks of the Canadian Association of Broadcasters as Executive Vice-President from 1999 to 2003. She then sat on the CAB Board of Directors from 2010 to 2016, including as Chair from 2010 to 2012, all while managing the regulatory affairs team at Corus. Sylvie has an excellent reputation in the broadcasting industry, with both the regulator and the broadcasters, and she will undoubtedly breathe new life into the CBSC. For my part, I am pleased to begin my retirement after a 44-year-long career, 27 of which were in communications, first in telecommunications and then, for almost 20 years, in broadcasting.

Outgoing Chair,
Andrée Noël

SUMMARY OF COMPLAINTS 2016-2017

Overview of Correspondence Received

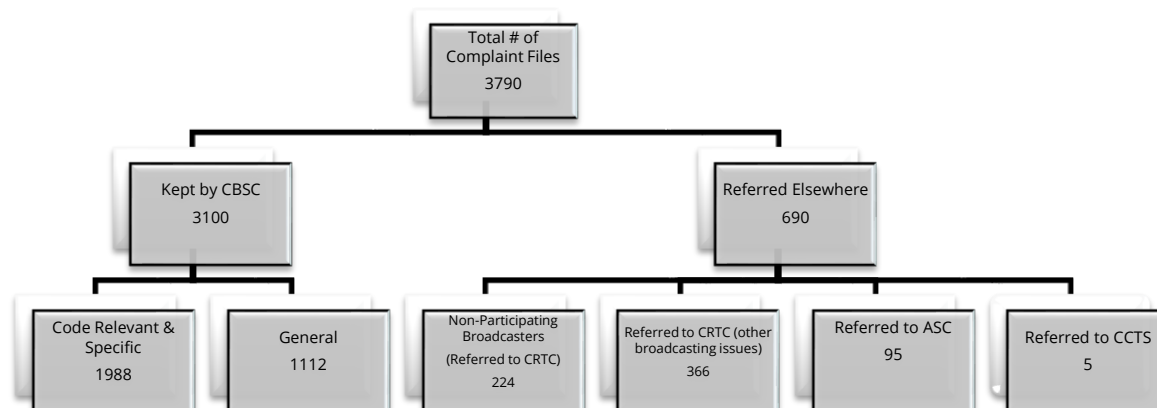
Complaints

In the 2016/2017 fiscal year, the CBSC opened a total of 3 790 complaint files. Of that total, 3 100 fell within the purview of the CBSC's mandate; the remaining 690 were related to either broadcasters or issues that fell under the jurisdiction of other organizations. The CBSC forwarded those complaints to the relevant agencies.

One thousand nine hundred and eighty-eight (1 988) complaints out of the 3 790 retained by the CBSC were "Code Relevant & Specific", i.e. they raised issues covered by one or more codes and they provided enough information for the CBSC to request copies of the broadcast. The remaining 1 112 complaints were considered "General" for various reasons, including insufficient detail about the broadcast; the complainant did not actually hear or see the program; the complaint was filed before the actual broadcast took place, etc. Unlike Code Relevant & Specific complaints, in cases of General complaints, the complainants do not have the opportunity to request a CBSC ruling.

The three primary agencies to which the CBSC forwards complaints are the Canadian Radio-Television and Telecommunications Commission (CRTC), Ad Standards, and the Commissioner for Complaints for Telecommunications Services (CCTS). The CRTC is the government agency responsible for oversight of the Canadian broadcasting system. Not all Canadian radio and television stations participate in the CBSC, so complaints about content on those stations are sent to the CRTC. The CRTC also deals with other aspects of broadcast regulation, so the CBSC forwards to the CRTC any complaints that mention those issues. Ad Standards is a self-regulatory agency established by the Canadian advertising industry. Most complaints about advertising received by the CBSC are forwarded to Ad Standards, although the CBSC will deal with some broadcast advertising complaints in certain circumstances. The CCTS is a self-regulatory agency established to deal with complaints about certain aspects of telephone and telecommunications services. Those issues do not fall under the CBSC's jurisdiction in any way, so it forwards those complaints to CCTS.

The following is a breakdown of the categories of complaints received this year:



Out of the total number of complaints filed, 3 591 were received directly by the CBSC, 190 were transferred from the CRTC, 8 came from Ad Standards this year and 1 came from another organization.

Usually, each complaint is filed by an individual person about a single broadcast, but sometimes one broadcast or issue generates a large number of complaints. This type of situation is becoming more common as it is easier for people to share broadcast content and their concerns via online social media. The CBSC experienced a number of these “viral” complaints this year, with five cases resulting in over a hundred complaints.

The first involved a segment on CTV’s investigative journalism program *W5* entitled “9-1-1 Roulette”. The segment explained that there are different classes of paramedics who are able to perform different levels of medical interventions and one does not have any control over who will be dispatched when one calls 911. The CBSC received 122 complaints, many from paramedics or other medical personnel who alleged that the report contained inaccuracies, bias and gave viewers the impression they should not call 911 in an emergency. The CBSC issued Summary Decisions to the five complainants who requested rulings. While the report may not have contained as much detail as complainants would have liked, there were no

inaccurate statements. Any criticisms of the paramedicine system were those of the people interviewed, and *W5* provided a range of opinions on the subject.

The second case concerned 213 complaints about comments made on a Punjabi public affairs program regarding international students. Although the host had a program on conventional radio, he also had a webcast on his own website using the same program name. The comments in question were made only during the webcast. The CBSC did not pursue the complaints because it has no jurisdiction over online content.

The third viral complaint was about a television news anchor's comments following the January 29, 2017 attack on a Quebec City mosque, which many viewers felt were anti-Muslim. The CBSC received 145 complaints. The anchorman posted an apology on the station's Facebook page. None of the complainants requested CBSC rulings, so the CBSC closed the files.

The largest number of complaints received for a single broadcast this year was 1 112 for comments made by Quebec talk show host André Arthur. Arthur appeared as a contributor on another host's program. They raised the issue of people who bicycle even in snowstorms and Arthur suggested that they should be hit. The CBSC will adjudicate this broadcast and release a decision sometime in 2017/2018.

André Arthur also generated 102 complaints for his remarks about residents of the îles de la Madeleine, implying that they did not work hard. Only eight complainants provided enough information to be eligible to request a CBSC ruling, but none of them did so, so the CBSC closed the files.

General Correspondence

The CBSC also receives correspondence that it does not categorize as "Complaints", but rather as "General Correspondence". This includes questions about the CBSC's process and Codes, positive comments about particular stations or programs, and expressions of disagreement with CBSC decisions. The CBSC received a total of 70 pieces of General Correspondence in 2016/2017 which, when added to the Complaints filed, brings the total of files opened in the year to 3 860.

Radio and Television Complaints

As mentioned above, the CBSC opened 3 790 complaint files, but 690 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 3 100 complaints. Of the 3 100 complaint files handled by the CBSC,

- 1 671 dealt with conventional radio programming;
- 3 dealt with satellite radio programming;
- 1 121 dealt with conventional or specialty services television programming;
- 7 dealt with pay television programming;
- 29 dealt with general concerns about broadcasting; and
- 269 were not about broadcasting content.

Region of Complaint

The CBSC has a panel structure whereby complaints are, when necessary, presented to either the English-Language or French-Language Panel. Third-language broadcasts are dealt with by whichever Panel is best suited to adjudicate them. The former regional and national panels have been eliminated. The CBSC continues, however, to track the Region of Complaint using its previous categorizations. The CBSC categorizes each complaint based on the region in which the broadcaster is located. Exceptions to this rule are English- or third-language broadcasts on pay or specialty television services which are categorized as National Specialty Services (French-language pay or specialty programming is categorized as Quebec), and programs broadcast nationwide on an English-language conventional television network, are categorized as National Conventional Television.

If a complainant does not mention a specific broadcaster, the complaint is categorized based on the complainant's location. If the complaint does not identify either a specific broadcaster or the complainant's region, the CBSC categorizes it as Non-determined. If the complaint does not concern broadcasting and there is no information about the complainant's location or the complainant lives outside Canada, the CBSC categorizes it as Not Applicable.

Region of Complaint							
Region	Conventional Radio	Satellite Radio	Television (Conventional & Specialty)	Pay Television	N/D	N/A	Total
Atlantic	18	0	18	0	0	2	38
Quebec	1 472	0	246	3	11	11	1 743
Ontario	106	3	122	0	6	86	323
Prairie	45	0	60	0	3	33	141
B.C.	26	0	125	0	3	34	188
National Conventional Television	0	0	245	0	0	0	245
National Specialty Services	0	0	264	4	0	2	270
Non-determined	4	0	40	0	5	99	148
Not Applicable	0	0	1	0	1	2	4
TOTAL	1 671	3	1 121	7	29	269	3 100

Note: The vertical "Non-determined" (N/D) column includes complaints that described a content issue, but either did not identify whether it was television or radio programming or indicated that both radio and television was involved. The vertical "Not Applicable" (N/A) column includes complaints concerning matters other than radio or television programming, such as internet content, print media, or telecommunications companies' customer service.

Language of Program

Of the 3 100 complaint files handled by the CBSC,

- 1 112 complaints dealt with English-language programming;
- 1 711 dealt with French-language programming;
- 219 dealt with third-language programming;
- 17 complaints did not provide enough information to identify the language of the programming;

- 41 were about non-program-related broadcasting issues, so language was irrelevant.

Source of Program

Of the 3 100 complaint files handled by the CBSC,

- 2 761 complaints dealt with Canadian programming;
- 162 dealt with foreign programming;
- 120 did not provide enough information to determine the national origin of the programming;
- 57 were about non-program-related broadcasting issues, so source was irrelevant.

Language of Program

	Conventional Radio	Satellite Radio	Conventional & Specialty TV	Pay TV	N/D ¹	N/A ¹	Total
Language							
English	205	3	872	4	12	16	1 112
French	1 459	0	238	3	10	1	1 711
Third Language	2	0	3	0	0	214	219
Non-determined ²	5	0	6	0	6	0	17
Not applicable ²	0	0	2	0	1	38	41
TOTAL	1 671	3	1 121	7	29	269	3 100

Source of Program

	Conventional Radio	Satellite Radio	Conventional & Specialty TV	Pay TV	N/D ¹	N/A ¹	Total
Source							
Canadian	1 654	2	855	0	21	229	2 761
Foreign	8	0	150	4	0	0	162
Non-determined ²	8	1	101	3	7	0	120
Not applicable ²	1	0	15	0	1	40	57
TOTAL	1 671	3	1 121	7	29	269	3 100

Notes:

- 1) As in the "Region of Complaint" table, the vertical "Non-determined" (N/D) columns of the two tables above include complaints that described a broadcast content issue, but either did not identify whether it was television or radio programming or indicated that both radio and television was involved. The vertical "Not Applicable" (N/A) columns include complaints concerning matters other than radio or television programming, such as internet content, print media, or bills from telecommunications companies. As some of those complaints were about non-broadcast, print format media content such as website content or newspaper articles, the language and national origin were identifiable for those complaints.
- 2) The horizontal "Non-determined" rows refer to complaints for which there was not enough information for the CBSC to determine the language of the broadcast (in the "Language of Program" table) or the national origin of the programming (in the "Source of Program" table). The horizontal "Not Applicable" rows refer to complaints that raised issues relating to off-air matters or non-broadcast content, so language and source of programming were not relevant, but some of those complaints nevertheless did identify a particular station or broadcast medium.

Type of Program - Radio

The CBSC classifies the type of programming of its complaints in a non-exclusive manner, *i.e.* allowing for a program to be classified under more than one category. While this provides more useful information to readers, it means that if one adds up the number of complaints in the table, the result will not necessarily match the actual number of radio complaints received in 2016/2017. This table provides a breakdown of only the 1 671 conventional radio and three satellite radio complaints actually handled by the CBSC.

Type of Program	# of Conventional Radio Complaints	# of Satellite Radio Complaints
Advertising	5	0
Comedy	1	0
Contests	6	0
Drama	0	0
Fantasy	0	0
Information	4	0
Infomercial	3	0
Informal Discourse	48	0
News and Public Affairs	20	0
Open Line/Talk Show	1551	2
Promos	5	0
Public Service Announcement	0	0
Religious Program	3	1
Songs	26	0
Sports	7	0
Web Content	4	1
Undetermined	19	0
Non-applicable	4	0

Type of Program - Television

As explained in the immediately preceding section, the CBSC classifies the type of programming of its complaints in a non-exclusive manner. The reader should refer to that explanation to understand the numbers provided in the table below. This table provides a breakdown of only the 1 121 conventional and specialty television and seven pay television complaints actually handled by the CBSC.

Type of Program	# of Convention al & Specialty Television Complaints	# of Pay Television Complaints
Advertising	66	0
Animation	21	0
Children's Programming	11	1
Comedy	71	0
Contests	27	0
Drama	114	5
Documentaries	13	0
Fantasy / Science Fiction	5	0
Game Show	3	0
Infomercial	1	0
Informal Discourse	0	0
Information	17	0
Movie	29	2
Music Video / Song	6	0
News and Public Affairs	555	0
Open-Line/Talk Show	36	0
Promos	49	0
Public Service Announcement	1	0
Reality Programming	52	0
Religious	10	0
Sports	65	0
Station ID Logo	0	0
Variety	6	0
Web Content	7	0
Undetermined	62	0
Non-applicable	13	1

Keywords

The CBSC classifies complaints using a set of non-exclusive keywords. As the program-type classification system described above, keyword classification is non-exclusive, *i.e.* allowing for a complaint to be classified under more than one category. This table provides a breakdown of only the 3 100 complaints actually handled by the CBSC (note that, prior to the 2006/2007 Annual Report, the Keywords table provided a breakdown of all files opened by the CBSC, including those classified as General Correspondence; hence any direct Keywords comparisons to earlier Annual Reports must be made with care). Unlike the above tables, both conventional and satellite radio complaints are combined under the heading “Radio”, while conventional, specialty and pay television complaints are all combined under the heading “Television”.

		Keywords					
		Radio #		Television #		Non-Determined or Not applicable #	Total #
	Advisories	2		31		1	34
	Age Discrimination	2		1		212	215
	Bad Taste	0		12		0	12
	Bias/Unfair/Imbalanced Information	85		228		10	323
	Classification/Rating	0		16		2	18
	Coarse Language	38		88		3	129
	Conflict of Interest	9		14		0	23
	Contests – Dangerous	1		0		0	1
	Contests – Unfair	3		25		0	28
	Disability Discrimination	6		12		0	18
	Ethnic Discrimination	6		4		0	10
	Exploitation of Children	1		7		0	8
	Gender Discrimination	134		13		142	289
	Improper Comment/Content	1 386		127		147	1 660
	Inaccurate News/Info	72		189		10	271
	Journalistic Conduct	14		15		4	33
	National Discrimination	118		12		214	344
	Other	13		44		34	91
	Privacy	8		52		7	67
	Program Selection/Quality	13		139		7	159
	Racial Discrimination	59		8		2	69
	Religious Discrimination	36		161		4	201
	Representation of Men	0		11		0	11
	Representation of Women	16		8		1	25
	Scheduling	18		126		0	144

Sexual Content	21		87			2	110		
Sexual Orientation – Discrimination	15		4			1	20		
Subliminal Content	0		0			0	0		
Treatment of Callers	12		1			0	13		
Violence	1 167		212			7	1 386		

Status of Complaints at Year End

Of the 3 100 files handled by the CBSC, 1 988 were Code Relevant & Specific complaints. The remaining 1 112 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 1 988 Code Relevant & Specific complaints, 1 624 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Seventy-one (71) complaints were resolved through the release of decisions of the Panels or the CBSC Secretariat. Two hundred and forty-three (243) complaints had yet to complete the dialogue process with the broadcaster and 50 complaints for which the complainant has requested a ruling by the CBSC were at various stages in the complaints review process at year-end.

DECISIONS RELEASED 2016-2017

The CBSC issued 13 Panel Decisions and 75 Summary Decisions, for a total of 88 decisions in 2016/2017.

Panel Decisions are issued when a CBSC Adjudicating Panel has reviewed a complaint. Complaints are sent to Adjudicating Panels for decision when: they raise issues that have not yet been addressed in previous Panel Decisions; the outcome of the complaint is uncertain; or previous Panel Decisions have determined that the type of content at issue constitutes a breach of one or more Code provisions. Panel members read all correspondence from both the complainant and the broadcaster, and watch or listen to the challenged broadcast. The Panel then decides whether the broadcast breached a Code and issues a written decision explaining its reasoning. The CBSC sends the decision to the complainant and the broadcaster and posts it on the CBSC website, accompanied by a media release. If the Panel finds no breach, the broadcaster is not required to take any further action; if the Panel does find a breach, the broadcaster must generally announce that result on air.

Summary Decisions are issued only when the matter raised in the complaint is one that has been addressed by the CBSC in previous decisions and Adjudicating Panels have determined that the point at issue does not constitute a Code violation. The CBSC Secretariat reviews all correspondence and watches or listens to the challenged broadcast. It then sends a letter to the complainant with a copy to the broadcaster explaining why the matter did not require a Panel adjudication. Unlike Panel Decisions, Summary Decisions are not made public via the CBSC website or other communications.

Panel Decisions

Of the 13 Panel Decisions released this year, nine were about television programming and four were about radio, with nine English and four French. The following table shows the breakdown of Panel Decisions by language and medium.

Language and Medium of Broadcasts that Resulted in Panel Decisions

Language		English	French	Other	Total
Medium	Radio	2	2	0	4
	Television	7	2	0	9
	Total	9	4	0	13

Overview of Panel Decisions

Scheduling of Adult Material

The CBSC dealt with the scheduling of adult material in five decisions this year. Clause 10 of the Canadian Association of Broadcasters' (CAB) *Code of Ethics* and Article 3.0 of the *CAB Violence Code* state that scenes intended exclusively for adult audiences shall only be shown between 9:00 pm and 6:00 am. There are also requirements regarding viewer advisories and display of classification icons that must be respected.

In *MusiquePlus re CTRL*, the CBSC dealt with a program on which three young adult hosts present video clips from media-sharing websites and then make sarcastic or humorous comments about the videos. It aired during the afternoon and was rated 13+. A viewer complained that the program contained material inappropriate for children. The episode examined contained two instances of the English word "fuck", as well as a clip of people waving dildos around and another in which a young man said that stirring macaroni sounds like "good pussy". The complainant also objected to the fact that the hosts described a young man in a video as "gross". The French-Language Panel concluded that the English word "fuck" in the context of a French-language program was not particularly offensive when it was used as an interjection rather than an insult. It also considered that the sexual references were not particularly explicit. *MusiquePlus* thus did not violate Clause 10 of the *CAB Code of Ethics* for airing the program before 9:00 pm. Also, calling someone "gross" did not reach the level of harsh, gratuitous insult. The Panel did, however, conclude that the broadcast should have included viewer advisories regarding language and sexual content; *MusiquePlus* breached Clause 11 of the *CAB Code of Ethics* for its

failure to do so. The Panel stated that 13+ was an acceptable classification for the program, but that the icon should have appeared on screen for 15-16 seconds, as required by Article 4.0 of the *CAB Violence Code* and that displaying the icon 32 seconds into the beginning of the show seemed too delayed.

A second French-Language program that raised issues of adult material was a science fiction drama examined in *TVA re Le dôme* ("*Le Crépuscule du dôme*"). It was an episode in a series based on a novel by Stephen King about a town being trapped under an invisible dome. The episode aired at 8:00 pm and included scenes of violence, such as a man stabbing another man in the abdomen with a metal pipe, resulting in blood spilling from the victim's mouth and midsection. There was another scene of a man striking another in the head with a metal ball, and one of a man stabbing his young adult son. The majority of French-Language Panel members concluded that these violent scenes should only have aired after 9:00 pm under Article 3.0 of the *CAB Violence Code*, but a minority of Adjudicators disagreed. They unanimously agreed, however, that TVA breached Article 5.0 of the *CAB Violence Code* for its failure to broadcast any viewer advisories, and that 13+ was an acceptable rating for the episode.

Violence was also at issue in *GameTV re Eastern Promises*. That decision dealt with the 8:00 pm television broadcast of a feature film about the Russian mob. The movie contained numerous scenes of extremely graphic violence, such as a man being beaten and knifed while naked at a bath house and a man's throat being sliced while sitting in a barber chair. There was also an explicit scene of a man having aggressive sex with a prostitute at a brothel, showing full frontal nudity, as well as numerous instances of the word "fuck". The film dealt with mature themes such as human trafficking, raping and forcing young women into prostitution, and other nefarious mob activities. The English-Language Panel found breaches of Clause 10 of the *CAB Code of Ethics* and Article 3.0 of the *CAB Violence Code* for broadcasting this film before 9:00 pm, as well as Article 4.0 for the complete absence of a classification icon. Although GameTV broadcast viewer advisories, they failed to mention the sexual content, so the Panel found the station in breach of Clause 11 of the *CAB Code of Ethics*.

Three separate programs were examined in *HIFI re 10 000 BC, The Mechanic & Trailer Park Boys*. The first was a British reality series that had contestants live as if it were the Stone Ages. It contained numerous instances of the word "fuck". The same

episode was aired at 2:00 pm and 7:00 pm without any viewer advisories. The English-Language Panel found breaches for the broadcast of the f-word before 9:00 pm, for the absence of viewer advisories, and for the PG rating, which was deemed too low. *The Mechanic* was an action movie broadcast at 3:00 pm, which contained numerous instances of the f-word, numerous scenes of graphic violence, and two scenes of sexual activity. The Panel found breaches for airing the film before 9:00 pm, for failing to mention sexual content in the advisory, for assigning the broadcast a lower rating than appropriate, and for not displaying the classification icon for the required 15 seconds. *Trailer Park Boys* is a mockumentary comedy program about residents of a trailer park who make their living from petty crime. The Panel examined three episodes of the series, broadcast at 8:00 pm and 2:00 pm. Although the f-word was muted in two episodes, it was not in the third, and all contained a wealth of other expletives. There were also scenes of comedic violence and gunplay, and multiple insinuations or allusions to sex. The show as a whole treats the themes of illicit drugs, alcoholism and criminal activity. The Panel concluded that none of the episodes should have been aired before 9:00 pm and that the advisories should have mentioned the sexual content. The Panel also found a breach for the program's G rating, which should have been at least 14+ and displayed for longer on screen.

Coarse language in live sports was the topic treated in *TSN 4 re CFL on TSN (Winnipeg at Hamilton)*. There were microphones on the field during the Canadian Football League game which picked up player dialogue, including a few instances of the word "fuck". The game's broadcast began at 7:00 pm and there were no viewer advisories. The CBSC acknowledged the challenges posed by live programming and the desire to bring sports fans closer to the action, but it maintained its consistent approach to the broadcast of the f-word and found a breach of Clause 10 of the *CAB Code of Ethics* for its appearance in a program beginning before 9:00 pm and of Clause 11 for the lack of advisories. The CBSC suggested that having at least a few advisories, having the commentators admonish the use of such language, and sensitizing sports leagues to the issue might serve to mitigate the problem in future.

Accuracy, Fairness and Invasions of Privacy in News

Three decisions this year were about news programming. They touched on issues of accuracy and fairness, which are examined under Clause 5 of the *CAB Code of Ethics* and Article 1 of the Radio Television Digital News Association of Canada's (RTDNA) *Code of Ethics*. Clause 6 of the *CAB Code of Ethics* which requires the "full, fair and proper presentation" of news is also relevant in some cases. Any complaints that raise issues of privacy are examined under Article 4 of the *RTDNA Code of Ethics*, which states that newsgathering should not infringe privacy except when necessary in the public interest.

The first decision, *CFTO-DT (CTV Toronto) re CTV News at Six report (refugee housing)*, was about privacy. A news crew had visited the offices of a property management company to get their comments about housing for refugees. The visit had not been prearranged and the woman who first greeted the crew was upset that she had been shown on camera without her consent. The English-Language Panel found no breach of any code because a place of business is open to the public, so they did not infringe her privacy. Furthermore, she was only shown briefly as she accepted the journalist's business card, her voice was not recorded, and the news crew had clearly identified themselves as such upon entry into the office.

Another decision also raised issues of privacy, along with fairness and accuracy. The reports examined in *CICT-DT (Global Calgary) & CITV-DT (Global Edmonton) re news reports (Red Deer Neighbour)* were about a man who had been charged under that municipality's unusual anti-bullying law due to harassing behaviour towards his neighbours. The report termed him the "neighbour from hell" and "Bitter Bob" and made use of both audio and video special effects to imply that he was sinister. It also included interviews from neighbours who had had problems with him, as well as an interview with the man himself filmed from a distance. A viewer complained that the report had been biased against the man, contained some inaccuracies and violated the man's privacy. The English-Language Panel concluded that the alleged inaccuracies were either unverifiable or not material and the man's privacy had not been violated because he had willingly responded to the reporter's questions while standing on his doorstep. Furthermore, the man's comments clearly provided his side of the story. The Panel did, however, find a breach for the special effects which "have no place in a news report".

The third news-related decision was about accuracy of terminology. In *CTV News Channel & CITV-DT (Global Edmonton) re news reports (CFB Edmonton dog policy)*, the reports referred to a soldier's dog as a "service dog" and to the soldier as a "veteran". The reports were about the fact that the military base in Edmonton had restricted where dogs were allowed to go, which was causing distress to a sergeant who had a dog to help him deal with his post-traumatic stress disorder. A viewer argued that the dog in question was not a "service dog" because it did not meet the legal definition of that term as set out in Alberta legislation. He also claimed that the sergeant should not be called a "veteran" because, at the time of the reports, the individual was still an active member of the Canadian Armed Forces. The English-Language Panel concluded that there was no code breach because the precise definition of "service dog" was not material to the stories, as they focussed on the potential hardships faced by PTSD sufferers under the base's dog policy rather than dog classifications. With respect to "veteran", the Panel noted that some definitions refer to "long experience of military service" and do not insist that it refer only to former forces personnel.¹

Proper Presentation of Information in Talk Shows

Accuracy and bias can also be assessed in the context of talk shows, though in those cases, the CBSC usually applies exclusively Clause 6 of the *CAB Code of Ethics*. While talk shows have considerable latitude in terms of the expression of opinions, they cannot make outright inaccurate claims. The principles about clandestine newsgathering and keeping advertising material distinct from editorial content can also apply to talk shows.

In *CHOI-FM re Arthur le midi*, the French-Language Panel examined a segment on a talk show in which the host and commentator discussed a situation at a local church. The church housed a donkey and a goat on its property, and the commentator claimed that the animals were mistreated. Host André Arthur expressed outrage, arguing that the Humane Society should investigate. Church officials contacted the station with clarifying information after the first broadcast, but the host made the same claims in a subsequent broadcast. The Church complained to the CBSC, explaining that the allegations of mistreatment of animals

¹ The complainant asked the CRTC to review the CBSC's decision. The CRTC came to the same conclusions as the CBSC. <http://www.crtc.gc.ca/eng/archive/2017/2017-292.htm>

were completely unfounded, as was the claim that the Church had owned another donkey which had died. The Church stated that the animals actually fell under the jurisdiction of the Quebec Ministry of Agriculture, Fisheries and Food rather than the Humane Society and provided copies of the Ministry's reports that found no problems with the animals' care. The Panel found a breach for the misinformation about the animals' treatment and the organization responsible. It also found a breach of the clandestine newsgathering provision of the *RTDNA Code of Ethics* because Arthur's collaborator had visited the Church site posing as a student and using a fake name, rather than divulging his true identity as a radio journalist.

The same program, this time on another station, was the subject of the complaint in *CFEL-FM re Arthur le midi*. In that case, host André Arthur concluded each of two segments of his talk show with an advertisement that he read for a local restaurant. A listener complained that a host should not be allowed to include this type of ad during a program because it blurs the line between news content and paid content. The French-Language Panel concluded that there was no breach of either Clause 6 of the *CAB Code of Ethics* or of Clause 14 regarding advertising of that code because the paid segments were sufficiently distinct from the substance of the program, occurring only at the end of the segments and being unrelated to the subjects discussed therein. Furthermore, in one instance, Arthur declared that he was about to do a "fake" commercial before going to the real commercial break.

Fair Contests

Clause 12 of the *CAB Code of Ethics* requires that contests be conducted fairly and legitimately and are not misleading.

One Panel Decision treated this issue this year. *CISS-FM re Big Bag of Cash Contest* was about a host's on-air comments regarding a contest in which participants had to send a text message to the station when they heard a particular cue. According to the contest's posted rules, one text messenger would then be chosen at random to participate in the on-air game. On one occasion, however, the host told the selected contestant that she had chosen her text because she liked all the emoticons in it. A listener complained that this comment implied that the contestant had not been randomly selected. The station explained that the contestant had in fact been randomly selected, and the comments had merely been chit-chat to make the conversation more entertaining. The English-Language Panel

had no way of assessing how the contestant had actually been selected, but took the station's word that the selection process had been random. The CBSC can only evaluate what was said on air and, basing its assessment only on that, the Panel found that the conversation left the misleading impression that the rules of the contest had not been followed.

Representation of Identifiable Groups

There are a number of different code provisions that can be applied to complaints about the representation of identifiable groups. The first is Clause 2 (Human Rights) of the *CAB Code of Ethics* which prohibits abusive or unduly discriminatory content on the basis of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status or physical or mental disability. That clause is also in the *CAB Equitable Portayal Code*, which contains additional provisions relating to unduly negative stereotyping, stigmatization, degradation, exploitation, and derogatory terminology. In addition, the *CAB Code of Ethics* contains a provision against sex-role stereotyping and one that prohibits attacks on identifiable groups in the context of religious programming.

CFTO-DT (CTV Toronto) & CP24 re promos for CHUM-FM was about the representation of men. Television promos for a Toronto radio station featured a young, muscular man standing against a plain background. As he tried to deliver his lines, a female director's voice from off screen gradually asked him to remove more and more clothing, until he was covered by nothing except a cue card featuring the radio station's logo. Viewers complained that the promos were exploitative and would not have been produced had the male and female roles been reversed. The English-Language Panel was evenly split on whether the promos contravened the various relevant code provisions, with the result being no code breaches. Half the Adjudicators concluded that a female director was ordering a male actor to remove clothing for no reason was exploitative and degrading. The other Adjudicators felt that the female's directions were not particularly lascivious and it was a tongue-in-cheek role reversal of traditional gender roles. All Adjudicators agreed that there was no sexually explicit content, so the promos could air before 9:00 pm.

In *CIIT-DT (HopeTV) re Truth of God*, the CBSC dealt with an American religious program in which a pastor spoke against granting special rights to transgendered people. He suggested that transgendered people being allowed to use the public

bathroom of their choice could lead to rape and perversion. He also accused the law-makers who supported such regulations of being “faggots” and “pedophiles”. A viewer considered this hate speech. The CBSC examined the complaint under the clauses of the *CAB Code of Ethics* and *Equitable Portrayal Code*, which prohibit abusive commentary about identifiable groups, as well as clauses relating to degrading material and derogatory terminology. The English-Language Panel concluded that, while the broadcaster was allowed to air the pastor’s objections to gender-neutral bathrooms and sex reassignment, HopeTV had gone too far by allowing the inflammatory language about transgendered people as well as the abusive terms “faggots” and “pedophiles” towards the law-makers. There were breaches of both codes.

Summary Decisions

The CBSC issued a total of 75 Summary Decisions this year. There were more Summary Decisions about radio programming than television programming. The program genre that generated the most complaints resulting in Summary Decisions was radio talk shows. A breakdown of the language of the broadcasts that resulted in Summary Decisions follows.

Language and Medium of Broadcasts that Resulted in Summary Decisions

Language		English	French	Other	Total
Medium	Radio	21	19	1	41
	Television	29	6	0	35
	Total	49	25	1	75

*Note that the English column and the vertical Total column do not add correctly because one Summary Decision treated two separate files together, one of which was about a radio broadcast and one about a television broadcast.

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2016/2017 was biased, unfair or imbalanced content. Of all the Summary Decisions issued this year, 24 of them raised such issues, in the context of news, information or talk shows. Depending on the type of content, the CBSC examines complaints about bias, unfairness or imbalance under the relevant news

provisions of the *CAB Code of Ethics* (Clause 5) or *RTDNA Code of Journalistic Ethics* (Article 1) which require that news be fair and presented without bias, or under Clause 6 of the *CAB Code of Ethics* which requires the full, fair and proper presentation of news, opinion and commentary.

Complaints about bias/unfairness/imbalance often also raise issues of accuracy, alleging that inaccuracies render a report or commentary biased. Twenty (20) complaints treated via Summary Decision identified inaccuracy as a concern. Complaints about inaccuracy are dealt with under the same code provisions mentioned above, which also require that news and information are presented accurately.

There were two distinct broadcasts that generated multiple complaints about bias and accuracy, which were dealt with in Summary Decisions. The first was a news report about protests regarding rights for transgendered people. Members of a group who had participated in the protest arguing against certain policies that affected transgendered people alleged that they had been misrepresented as “anti-transgender” when really it is pro-parental rights in education. There was no breach because the rallies were only mentioned in the broader context of transgender rights legislation in North America and the two protests represented the for and against sides of the debate. Also, the group who organized the rally was not even named, so it was not disparaged or misrepresented. Five Summary Decisions were issued to address those complaints.

The second case was a segment of an investigative journalism program. The topic was paramedicine and the fact that there are different levels of paramedics authorized to provide different types of interventions. The report mentioned that people cannot request a certain level of paramedic when they are dispatched in an emergency. It also explored efforts to improve the paramedicine system. Complainants felt that inaccurate or misleading information about paramedics’ skills had been presented, and viewers were left with the impression that they should not call paramedics in emergencies. The CBSC found that no inaccurate statements were made, and different opinions on how to improve paramedicine were presented. The comment about not calling 911 was the opinion of one woman whose husband had died of a heart attack in an ambulance and therefore reflected only her viewpoint, rather than an overall biased account of paramedicine. Again, five Summary Decisions were issued in this regard.

With respect to the other complaints that raised issues of bias and/or inaccuracy, the CBSC generally found that there was no breach because program participants are entitled to express their views on controversial topics, and just because a report or segment does not include all information a complainant might have wished, it does not render the content inaccurate.

A smaller number of Summary Decisions dealt with various other topics. The table below provides statistics on the number of Summary Decisions that treated the various possible categories of issues raised by the complaints.

Issues Raised in Complaints that Resulted in Summary Decisions

Issues Raised in Complaints	Number of Complaints
Advisories	0
Bad Taste	0
Biased/Unfair/Imbalanced Information	24
Classification/Rating	0
Coarse Language	7
Conflict of Interest	4
Unfair Contest	1
Discrimination Based on Age	0
Discrimination Based on Disability	2
Discrimination Based on Ethnicity	3
Discrimination Based on Gender	3
Discrimination Based on Nationality	2
Discrimination Based on Race	4
Discrimination Based on Religion	11
Discrimination Based on Sexual Orientation	2
Exploitation of Children	0
General Improper Comments/Content	16
Inaccurate News or Information	20
Journalistic Conduct	1
Invasion of Privacy	1
Degrading Representation of Women	1
Degrading Representation of Men	0
Scheduling	4
Sexual Content	2
Subliminal Advertising	1
Treatment of Callers to Open-Line Programs	1
Violence	12
Other	1

*Since some complaints raised more than one issue, the total exceeds 75.

ADJUDICATORS

Below is a list of CBSC Adjudicators who have served for some or all of fiscal 2016/2017.

Name	Affiliation
Bram Abramson	Public
Hiroko Ainsworth	Public
Michel Arpin	Public
Julien Béliveau	Public
Charlotte Bell	Public
Mélanie Bissonnette	Public
Geneviève Bonin	Public
Denis Bouchard	Industry
Daryl Braun	Industry
Raynald Brière	Industry
Mark Bulgutch	Industry
Stephen Callary	Public
Andrew Cardozo	Public
André H. Caron	Public
Michel Carter	Public
Sylvie Charbonneau	Public
André Chevalier	Industry
Sylvie Courtemanche	Industry
Cam Cowie	Industry
Vince Cownden	Industry
Sarah Crawford	Public
Carmen Crépin	Public
Helen Del Val	Public
Rita S. Deverell	Public
Dorothy Dobbie	Public
Jasmin Doobay	Industry
Patrick Dubois	Industry
Véronique Dubois	Industry
Vic Dubois	Industry
Elizabeth Duffy-MacLean	Public
Marie Sénécal Emond	Public
Jennifer Evans	Industry

Jon Festinger	Public
Richard French	Public
Prem Gill	Industry
Suzanne Gouin	Industry
Paul Gratton	Industry
Jim Haskins	Industry
Hanny Hassan	Public
Kim Hesketh	Public
Randolph Hutson	Public
Monika Ille	Industry
Daniel Ish	Public
Pamela Jones	Public
Tracy E. Kenney	Public
Danny Kingsbury	Industry
Éric Latour	Industry
Philippa (Pippa) Lawson	Public
Kurt Leavins	Industry
Andy LeBlanc	Industry
Jean-François Leclerc	Industry
Gordon Leighton	Industry
Carolyn Du-Yi Leu	Industry
Leesa Levinson	Public
Maureen Levitt	Industry
Mason Loh	Public
Michel Lorrain	Industry
Bob MacEachern	Industry
Hudson Mack	Industry
Carol McDade	Industry
Randy McKeen	Industry
Dany Meloul	Industry
Russell Mills	Public
Hilary Montbourquette	Industry
Roberta Morrison	Public
Olivia Mowatt	Industry
Linda Nagel	Public
Andrée Noël	Public
Mike Omelus	Industry
Mark Oldfield	Industry

James (Jim) Page	Public
Ragavan Paranchothy	Industry
Rey Pagtakhan	Public
Joan Pennefather	Public
Tony Porrello	Industry
Dean Proctor	Public
John Pungente	Public
Tara Rajan	Public
Troy Reeb	Industry
Joan Rysavy	Public
Laura Salvas	Industry
Simone Sammut	Industry
Christine Scott	Public
Connie Sephton	Industry
Pierrette Sévigny	Public
Mike Shannon	Industry
Eleanor Shia	Public
Cindy Simard	Industry
Diane Sokolyk	Public
Glenda Spenrath	Industry
Stefan Stanczykowski	Industry
Paul Temple	Industry
Mark Tewksbury	Public
Lea Todd	Industry
Ron Waksman	Industry
Sally Warren	Public
Toni-Marie Wiseman	Industry
Andrée Wylie	Public
Steve Young	Industry
Madeline Ziniak	Industry

CBSC BROADCASTER ASSOCIATES

Newfoundland & Labrador

CFCB	CHVO-FM	CKGA	CKXD-FM	VOCM
CFLN-FM	CJON-DT	CKIX-FM	CKXG-FM	VOCM-FM
CHOZ-FM	CJYQ	CKVO	CKXX-FM	

Prince Edward Island

CHTN-FM	CIOG-FM	CKQK-FM
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Nova Scotia

CFLT-FM	CIJK-FM	CJFX-FM	CKBW-FM	CKTY-FM
CFRQ-FM	CIOO-FM	CJHK-FM	CKCH-FM	CKUL-FM
CHRK-FM	CJCB-TV	CJLS-FM	CKHY-FM	
CIGO-FM	CJCH-DT	CJLU-FM	CKHZ-FM	
CIHF-DT	CJCH-FM	CJNI-FM	CKTO-FM	

New Brunswick

CFRK-FM	CHNI-FM	CIBX-FM	CJCJ-FM	CKCW-DT
CFXY-FM	CHSJ-FM	CIHI-FM	CJMO-FM	CKHJ
CHHI-FM	CHTD-FM	CIKX-FM	CJXL-FM	CKLT-DT
CHNB-DT	CHWV-FM	CITA-FM	CKBC-FM	CKNI-FM

Quebec

CFAP-DT	CFIX-FM	CFVD-FM	CHLX-FM	CHVD-FM	CJAB-FM
CFCF-DT	CFJO-FM	CFVM-FM	CHMP-FM	CHXX-FM	CJAD
CFCM-DT	CFJP-DT	CFVS-DT	CHOA-FM	CIGB-FM	CJDM-FM
CFDA-FM	CFKM-DT	CFXM-FM	CHOE-FM	CIKI-FM	CJEB-FM
CFEI-FM	CFKS-DT	CFZZ-FM	CHOI-FM	CILM-FM	CJEC-FM
CFEL-FM	CFLO-FM	CHAU-DT	CHOM-FM	CIME-FM	CJFM-FM
CFEM-DT	CFMB	CHEM-DT	CHOT-TV	CIMF-FM	CJGO-FM
CFER-TV	CFOM-FM	CHEQ-FM	CHRD-FM	CIMO-FM	CJIT-FM
CFGE-FM	CFRS-DT	CHEY-FM	CHRF	CIMT-DT	CJLA-FM
CFGL-FM	CFTF-DT	CHGO-FM	CHRL-FM	CIPC-FM	CJLM-FM
CFGS-DT	CFTM-DT	CHIK-FM	CHRM-FM	CITE-FM	CJLV
CFGT-FM	CFTX-FM	CHLT-DT	CHSV-FM	CITF-FM	CJMF-FM

CJMM-FM	CKAC	CKGS-FM	CKOB-FM	CKRT-DT	CKYQ-FM
CJMV-FM	CKBE-FM	CKLD-FM	CKOF-FM	CKTF-FM	
CJNT-DT	CKCN-FM	CKLX-FM	CKOI-FM	CKVM-FM	
CJOI-FM	CKDG-FM	CKMF-FM	CKOY-FM	CKXO-FM	
CJPM-DT	CKGM	CKMI-DT	CKRN-DT	CKYK-FM	

Ontario

CFBG-FM	CFXN-FM	CHST-FM	CIRV-FM	CJRQ-FM	CKLY-FM
CFBK-FM	CFZM	CHTG-FM	CISO-FM	CJSA-FM	CKMB-FM
CFCA-FM	CFZN-FM	CHTZ-FM	CISS-FM	CJSD-FM	CKNR-FM
CFCO	CHAM	CHUM	CITO-TV	CJSS-FM	CKNX
CFDC-FM	CHAS-FM	CHUM-FM	CITS-DT	CJTN-FM	CKNX-FM
CFGO	CHAY-FM	CHUR-FM	CITY-DT	CJUK-FM	CKNY-TV
CFGM-FM	CHBM-FM	CHVR-FM	CIWW	CJWL-FM	CKOC
CFGX-FM	CHBX-TV	CHWC-FM	CIXK-FM	CJXY-FM	CKOT-FM
CFHK-FM	CHBY-FM	CHWI-DT	CIXL-FM	CJYE	CKPC
CFJB-FM	CHCH-DT	CHYM-FM	CJBK	CKAP-FM	CKPC-FM
CFJR-FM	CHCQ-FM	CHYR-FM	CJBN-TV	CKAT	CKPP-FM
CFLG-FM	CHEX-DT	CIAO	CJBQ	CKBT-FM	CKPR-DT
CFLY-FM	CHEX-TV-2	CIBU-FM	CJBX-FM	CKBY-FM	CKPR-FM
CFLZ-FM	CHEZ-FM	CICI-TV	CJCL	CKCB-FM	CKPT-FM
CFMJ	CHFD-DT	CICX-FM	CJCS	CKCO-DT	CKQB-FM
CFMK-FM	CHFI-FM	CICZ-FM	CJDL-FM	CKDK-FM	CKQM-FM
CFMO-FM	CHGB-FM	CIDC-FM	CJDV-FM	CKDO	CKQV-FM
CFMS-FM	CHGK-FM	CIDR-FM	CJET-FM	CKDR-FM	CKRU-FM
CFMT-DT	CHIN	CIGL-FM	CJFB-FM	CKDX-FM	CKSY-FM
CFMX-FM	CHIN-FM	CIGM-FM	CJGB-FM	CKFM-FM	CKTB
CFMZ-FM	CHJJ-FM	CIHR-FM	CJJM-FM	CKFX-FM	CKTG-FM
CFNO-FM	CHKS-FM	CIHT-FM	CJKX-FM	CKGB-FM	CKUE-FM
CFNY-FM	CHKX-FM	CIII-DT	CJLL-FM	CKGE-FM	CKVR-DT
CFOB-FM	CHKT	CIKR-FM	CJMJ-FM	CKGL	CKVV-FM
CFOS	CHLK-FM	CIKZ-FM	CJMR	CKGW-FM	CKWF-FM
CFPL	CHML	CILQ-FM	CJMT-DT	CKHK-FM	CKWS-DT
CFPL-DT	CHMS-FM	CILV-FM	CJMX-FM	CKIS-FM	CKWS-FM
CFPL-FM	CHMT-FM	CIMJ-FM	CJOH-DT	CKJJ-FM	CKWW
CFPS-FM	CHNO-FM	CIMX-FM	CJOJ-FM	CKKL-FM	CKXC-FM
CFRA	CHOK	CINA	CJOT-FM	CKKW-FM	CKYC-FM
CFRB	CHPB-FM	CIND-FM	CJOY	CKLC-FM	
CFSF-FM	CHPR-FM	CING-FM	CJPT-FM	CKLH-FM	
CFTO-DT	CHRC-FM	CIQB-FM	CJQM-FM	CKLO-FM	
CFTR	CHRE-FM	CIQM-FM	CJQQ-FM	CKLP-FM	
CFXJ-FM	CHRO-TV	CIRR-FM	CJRL-FM	CKLW	

Manitoba

CFAM	CHMI-DT	CINC-FM	CJOB	CKJS	CKXA-FM
CFAR-FM	CHPO-FM	CITI-FM	CJPG-FM	CKLF-FM	CKY-FM
CFJL-FM	CHSM	CJAR-FM	CJRB	CKLQ-FM	CKY-DT
CFQX-FM	CHTM-FM	CJBP-FM	CJSB-FM	CKMM-FM	
CFRW	CHVN-FM	CJEL-FM	CJVM-FM	CKMW-	
CFRY	CHWE-FM	CJGV-FM	CJXR-FM	FM	
CFWM-FM	CIIT-DT	CJIE-FM	CKCL-FM	CKND-DT	
CHIQ-FM	CILT-FM	CJKR-FM	CKDM	CKX-FM	

Saskatchewan

CFGW-FM	CFYM	CILG-FM	CJME	CKBI	CKSE-FM
CFMC-FM	CHAB	CIMG-FM	CJMK-FM	CKBL-FM	CKSW
CFMM-FM	CHBD-FM	CIPA-TV	CJNB	CKCK-FM	CKVX-FM
CFQC-DT	CHBO-FM	CIZL-FM	CJNS-FM	CKCK-DT	
CFRE-DT	CHMX-FM	CJAW-FM	CJSL	CKFI-FM	
CFSK-DT	CHQX-FM	CJCQ-FM	CJSN	CKJH	
CFSL	CHSN-FM	CJDJ-FM	CJVR-FM	CKOM	
CFWD-FM	CHWY-FM	CJGX	CJWW	CKRC-FM	
CFWF-FM	CICC-TV	CJHD-FM	CJYM	CKRM	

Alberta

CFAC	CFRV-FM	CHOO-FM	CITL-DT	CJPR-FM	CKIK-FM
CFBR-FM	CFVR-FM	CHQR	CITV-DT	CJRX-FM	CKJR
CFCN-DT	CFXE-FM	CHQT	CIUP-FM	CJUV-FM	CKJX-FM
CFCW	CFXH-FM	CHRB	CIXF-FM	CJXK-FM	CKKX-FM
CFCW-FM	CFXL-FM	CHSL-FM	CIXM-FM	CJXX-FM	CKKY-FM
CFDV-FM	CFXO-FM	CHSP-FM	CIZZ-FM	CKAL-DT	CKLJ-FM
CFEX-FM	CFXW-FM	CHUB-FM	CJAJ-FM	CKBA-FM	CKLM-FM
CFFR	CHAT-FM	CHUP-FM	CJAY-FM	CKBD-FM	CKMH-FM
CFGP-FM	CHAT-TV	CIBK-FM	CJBZ-FM	CKCE-FM	CKMP-FM
CFGQ-FM	CHBN-FM	CIBQ-FM	CJCO-DT	CKCS-DT	CKMX
CFHI-FM	CHBW-FM	CIBW-FM	CJCY-FM	CKDQ	CKNG-FM
CFIT-FM	CHDI-FM	CICT-DT	CJEG-FM	CKEA-FM	CKNO-FM
CFMG-FM	CHED	CIKT-FM	CJEO-DT	CKEM-DT	CKRA-FM
CFMY-FM	CHFM-FM	CILB-FM	CJIL-DT	CKER-FM	CKRI-FM
CFNA-FM	CHFT-FM	CILR-FM	CJLT-FM	CKES-DT	CKRY-FM
CFRI-FM	CHKF-FM	CIRK-FM	CJNW-FM	CKFT-FM	CKSA-FM
CFRN	CHLB-FM	CISA-DT	CJOC-FM	CKGY-FM	CKSA-DT
CFRN-DT	CHMN-FM	CISN-FM	CJOK-FM	CKHL-FM	CKSQ-FM

CKUV-FM	CKVH-FM	CKWD-FM	CKYL	CKYX-FM
CKVG-FM	CKWB-FM	CKWY-FM	CKYR-FM	

British Columbia

CFAX	CHBZ-FM	CHWK-FM	CJCI-FM	CKDV-FM	CKQQ-FM
CFBT-FM	CHDR-FM	CIBH-FM	CJDC	CKFR	CKQR-FM
CFBV	CHEK-DT	CICF-FM	CJDC-TV	CKGF-FM	CKRV-FM
CFCP-FM	CHKG-FM	CIFM-FM	CJFW-FM	CKGR-FM	CKRX-FM
CFFM-FM	CHLG-FM	CIGV-FM	CJJR-FM	CKIZ-FM	CKSR-FM
CFJC-TV	CHMJ	CILK-FM	CJKC-FM	CKKC	CKST
CFMI-FM	CHNL	CIOC-FM	CJMG-FM	CKKN-FM	CKTK-FM
CFNI	CHNM-DT	CIRH-FM	CJOR	CKKO-FM	CKVU-DT
CFOX-FM	CHNU-DT	CIRX-FM	CJSU-FM	CKKQ-FM	CKWV-FM
CFPW	CHOR-FM	CISL	CJUI-FM	CKLR-FM	CKWX
CFTE	CHPQ-FM	CISQ-FM	CJVB	CKLZ-FM	CKXR-FM
CFTK	CHQM-FM	CIVH	CJZN-FM	CKNL-FM	CKYE-FM
CFTK-TV	CHRX-FM	CIVI-DT	CKAY-FM	CKNW	CKZZ-FM
CFUN-FM	CHSU-FM	CIVT-DT	CKBZ-FM	CKOR	
CHAN-DT	CHTK-FM	CJAT-FM	CKQC-FM	CKPG-TV	
CHBC-DT	CHTT-FM	CJAV-FM	CKCR-FM	CKPK-FM	
CHBE-FM	CHWF-FM	CJAX-FM	CKCV-FM	CKQC-FM	

Northwest Territories

CJCD-FM

Yukon

CKRW-FM

Specialty Television Services

ABC Spark	BBC Canada	Casa	CPAC
Action	BBC Earth	CHRGD	Crime + Investigation
addikTV	Bloomberg TV Canada	CMT	CTV News Channel
AMI-télé	BNN	Comedy	Daystar Canada
AMI-tv	Book Television	Comedy Gold	DéjàView
Animal Planet	Bravo	Cooking Channel	Discovery Channel
APTN	Canal D	Cosmopolitan TV	Discovery Science
A.Side	Canal d/Investigation	Cottage Life	Discovery Velocity
ASN	Canal Vie	CP24	Disney Channel (Canada)
	Cartoon Network Canada		Disney Junior (Canada)

Disney la chaîne
 Disney XD (Canada)
 DIY Canada
 DTOUR
 E! Entertainment
 ESPN Classic Canada
 EuroWorld Sport
 Évasion
 Fairchild Television
 Fairchild TV 2 HD
 Family Channel
 Family Jr.
 Fashion Television
 Fight Network
 FNTSY Sports Network
 Food Network Canada
 FPTV
 FX Canada
 FXX Canada
 FYI (Canada)
 G4 (Canada)
 GameTV
 Global News: BC 1
 Gusto
 H2 Canada
 HGTV (Canada)

HIFI
 Historia
 History
 Hollywood Suite 70s Movies
 Hollywood Suite 80s Movies
 Hollywood Suite 90s Movies
 Hollywood Suite 2000s Movies
 IFC (Canada)
 Investigation Discovery
 LCN
 Lifetime Canada
 Love Nature
 Makeful
 MAX
 Mediaset Italia
 Météomédia
 MOI & CIE
 MovieTime
 MTV Canada
 MTV2
 Much
 MusiquePlus
 Nat Geo Wild
 National Geographic Channel
 Nickelodeon Canada
 OLN
 One

Out TV
 OWN
 Prise 2
 RDS
 RDS Info
 Rewind
 SCN Television
 Séries+
 Showcase
 Silver Screen Classics
 SkyTG24 Canada
 Slice
 Smithsonian Channel Canada
 Space
 Sportsnet
 Sportsnet 360
 Sportsnet One
 Sportsnet World
 Stingray Juicebox
 Stingray Loud
 Stingray Retro
 Stingray Vibe
 Sundance Channel Canada
 Talentvision
 Telebimbi
 Telelatino

Télémagino
 Teleniños
 Teletoon
 Télétoon
 Travel + Escape
 Treehouse
 TSN, TSN 2, TSN 3,
 TSN 4 & TSN 5
 TV5
 TVA Sports 1, 2 & 3
 Unis TV
 Univision
 Viceland
 VisionTV
 VRAK.TV
 The Weather Network
 W Network
 Wild TV
 World Fishing Network
 YOOPA
 YTV
 Z
 Zeste

Pay Television Services

Cinépop
 GINX Sports TV Canada
 HBO Canada

Super Channel
 Super Channel Vault
 Super Écran

The Movie Network
 TMN Encore

Satellite Radio Services

SiriusXM

APPENDIX

[CFTO-DT \(CTV Toronto\) re CTV News at Six report \(refugee housing\)](#) (CBSC Decision 15/16-0581, September 14, 2016)

[CTV News Channel & CITV-DT \(Global Edmonton\) re news reports \(CFB Edmonton dog policy\)](#) (CBSC Decision 15/16-0673 & 0686, October 13, 2016)

[MusiquePlus re CTRL](#) (CBSC Decision 15/16-0367, October 19, 2016)

[CHOI-FM re Arthur le midi](#) (CBSC Decision 15/16-0869, November 2, 2016)

[CISS-FM re Big Bag of Cash Contest](#) (CBSC Decision 15/16-1152, December 21, 2016)

[GameTV re Eastern Promises](#) (CBSC Decision 15/16-1652, December 21, 2016)

[CICT-DT \(Global Calgary\) & CITV-DT \(Global Edmonton\) re news reports \(Red Deer Neighbour\)](#) (CBSC Decision 15/16-1380, January 11, 2017)

[TVA re Le dôme \("Le Crépuscule du dôme"\)](#) (CBSC Decision 15/16-1277, 31 janvier 2017)

[CFEL-FM re Arthur le midi](#) (CBSC Decision 16/17-0031, February 14, 2017)

[\(CFTO-DT\) CTV Toronto & CP24 re promos for CHUM-FM](#) (CBSC Decision 16/17-0057+, April 20, 2017)

[TSN 4 re CFL on TSN \(Winnipeg at Hamilton\)](#) (CBSC Decision 15/16-1744, May 16, 2017)

[CIIT-DT \(HopeTV\) re Truth of God](#) (CBSC Decision 16/17-0048, July 20, 2017)

[HIFI re 10 000 BC, The Mechanic & Trailer Park Boys](#) (CBSC Decision 16/17-0474, August 9, 2017)