

# Canadian Broadcast Standards Council



## Annual Report 2017/2018

For the fiscal year running from  
September 1, 2017 to August 31, 2018



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## **INCOMING CHAIR'S MESSAGE**

It is my pleasure to present our Annual Report for the fiscal year 2017/2018. This was a very busy fiscal year involving many policy, procedural and operational changes at the CBSC. Even with the many changes this 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 could not have accomplished that goal.

I was honoured to assume the role of Chair starting January 1<sup>st</sup>, 2018. The outgoing Chair, Andrée Noël, had been at the helm for the last six years and had ensured the smooth ongoing operations of the CBSC. When I was hired as Chair at the CBSC, I was tasked with realizing operational efficiencies for the organization.

One of the most important operational efficiencies was launched on April 1<sup>st</sup>, 2018. As of this date, the CBSC stopped accepting email complaints. In 2015, the CBSC had updated the webform on its website by which to lodge complaints. The webform requires that the complainant complete all necessary fields before the form can be filed with the CBSC. By requiring complaints to be lodged through the website, the CBSC achieved great operational efficiencies as many email complaints missed key information and required CBSC staff to go back and forth in order to obtain the required facts. This change was made with the complete support of the CRTC.

We also reached out to broadcaster associates asking them to review their public service announcements regarding the CBSC, so that references to filing complaints by email be removed. This review was to be completed by September 1<sup>st</sup>, 2018.

Our next initiative by which to achieve operational efficiencies was to establish a new policy on viral complaints. Previously, viral complaints that could, in some instances, generate thousands of complaints, would require the broadcaster associate to individually respond to all the valid complaints. Viral complaints were usually as a result of social media campaigns. In fact, in the CBSC's last Annual Report, the outgoing Chair had expressed her concerns regarding this phenomenon as these types of complaints quickly overtaxed and greatly slowed down the resolution process. She indicated her view that processes should be reviewed in order to treat these types of cases more efficiently.

Now, where the CBSC receives 100 or more complaints on the same matter, a posting of a notice on the CBSC website will state that no further complaints will be accepted on the matter. It will inform complainants that the CBSC is already seized of the matter and that it is proceeding forward in accordance with its standard practices. With the elimination of email complaints and the new policy on viral complaints, the CBSC has significantly improved its processes that will further assist in ensuring a timely response to complaints.

The CBSC's primary goal is to assist in resolving complaints by opening a constructive dialogue between the public and the broadcaster associate and, when necessary, assist through adjudication. The CBSC always strives to be as helpful as possible in the complaints process. For example, CBSC summary decisions were based on precedents and were not referred to adjudicating panels, nor were they made public, since they did not involve a breach of any of the applicable codes. This year the CBSC expanded the scope of summary decisions to situations where the broadcaster admits, on its own accord, to a breach of a code provision(s) and voluntarily broadcasts an on-air apology. This is another means by which to ensure a helpful and timely resolution to complaints.

In August 2018, the CBSC posted to its website, in both official languages, the Annotated Pay TV Codes, that links the CBSC's decisions with the relevant Code articles, allowing broadcaster associates to better understand how the codes are applied.

The CBSC also undertook a comprehensive review of its Privacy Policy with a view to posting a new and compliant policy during the next fiscal period. Ensuring that the CBSC meet standards on privacy is an important element to servicing the public and our broadcaster associates.

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.

During this fiscal, we received the fifth and last instalment of the significant benefits stemming from the 2013 Bell-Astral transaction. Thanks to this monetary contribution, the CBSC continued to translate previous decisions relating to television, update annotated codes and is proceeding with ensuring the integration

of the webform with the CBSC database in order to achieve full integration. This process will be the CBSC's main project in the upcoming year along with continuing to facilitate a helpful and fruitful dialogue between the public and broadcaster associates in a timely manner.

I would like to thank our Board of Directors and the Adjudicators of the various Panels, representing both the public and the industry. They voluntarily contribute their time and energy to the CBSC complaints process. Each Panel is composed of an equal number of representatives from the public and the broadcasting industry. The Panel Adjudicators spend countless hours listening to, or, watching audio and video files, reading lengthy transcripts and attending Panel meetings with the objective of rendering a thoughtful and informed decision. They are motivated by the desire to contribute to the benefit of the Canadian public. The CBSC relies on these volunteers to fulfil its mandate and, for this, they all deserve our heartfelt thanks and recognition.

The excellent work of our Nominating Committee members also needs recognition as they are responsible for recruiting our Adjudicators, from both the industry and the public. They continue to succeed in attracting talented Adjudicators from all walks of life and from the various regions of Canada and we thank them for that.

A special thanks to our employees at the Secretariat who are not only adept at treating the large number of complaint files that come to us, they liaise with the public and the industry, ensure the update fact of sheets and annotated codes so that the CBSC provides a meaningful service to the public and its broadcaster associates.

Finally, I would like to thank our broadcaster associates who are committed to the CBSC process and the value of respecting codes they themselves adopted. The complaints resolution process helps educate both the public and broadcaster associates on how to achieve excellence in broadcasting. I wish to assure them that they can continue to rely on the CBSC's full and complete collaboration in helping them achieve this most important public policy objective.

Sylvie Courtemanche

## **SUMMARY OF COMPLAINTS 2017-2018**

### **Overview of Correspondence Received**

#### **Complaints**

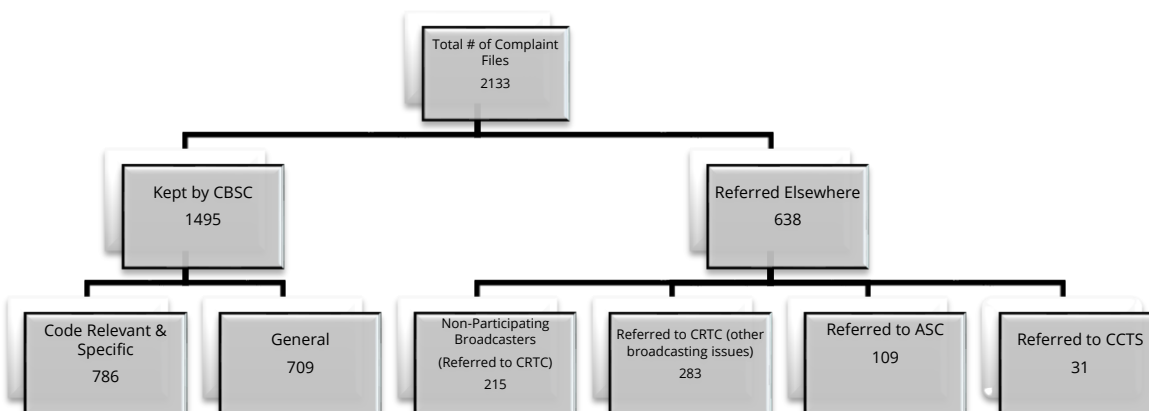
In the 2017/2018 fiscal year, the CBSC opened a total of 2 133 complaint files. Of that total, 1 495 fell within the purview of the CBSC's mandate; the remaining 638 were related to either broadcasters or issues that fell under the jurisdiction of other organizations. The CBSC forwarded those complaints to the relevant agencies.

Seven hundred and eighty-six (786) complaints out of the 1 495 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 709 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, the content was accessed only online, 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 Commission for Complaints for Telecom-television 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 as well as television service providers (cable, satellite,

IPTV, etc.). Those issues do not fall under the CBSC's jurisdiction in any way, so it forwards those complaints to the CCTS.

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



Out of the total number of complaints filed, 2 086 were received directly by the CBSC, 42 were transferred from the CRTC, 4 came from Ad Standards this year and one came from the CCTS.

### **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 97 pieces of General Correspondence in 2017/2018 which, when added to the Complaints filed, bring the total of files opened in the year to 2 230.

### **Radio and Television Complaints**

As mentioned above, the CBSC opened 2 133 complaint files, but 638 of those were referred to other organizations better suited to deal with them. The CBSC,

therefore, actually handled 1 495 complaints. Of the 1 495 complaint files handled by the CBSC,

- 528 dealt with conventional radio programming;
- 5 dealt with satellite radio programming;
- 881 dealt with conventional or discretionary services television programming;
- 8 dealt with pay television programming;
- 19 dealt with general concerns about broadcasting; and
- 54 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 CBSC does track the Region of Complaint based on the region in which the broadcaster associate is located. Exceptions to this rule are English- or third-language broadcasts on pay or discretionary television services which are categorized as discretionary services (French-language pay or discretionary programming is categorized as Quebec), and programs broadcast nationwide on an English-language conventional television network are categorized as conventional television.

If a complainant does not mention a specific broadcaster associate, 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 complaint is about a foreign broadcaster, the CBSC categorizes it as Not Applicable.



Region of Complaint								
Region	Conventional Radio	Satellite Radio	Television (Conventional & Discretionary)	Pay Television	N/D	N/A	Total	
Atlantic	16	0	13	0	1	3	33	
Quebec	185	0	223	4	0	4	416	
Ontario	107	2	143	0	4	18	274	
Prairie	169	0	36	0	1	2	208	
BC	50	0	57	0	1	10	118	
Conventional Television	0	0	76	0	0	0	76	
Discretionary Services	0	0	294	4	0	3	301	
Non-determined	1	3	37	0	12	10	63	
Not Applicable	0	0	2	0	0	4	6	
<b>TOTAL</b>	528	5	881	8	19	54	1495	

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 were 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 1 495 complaint files handled by the CBSC,

- 1 035 complaints dealt with English-language programming;
- 391 dealt with French-language programming;
- 21 dealt with third-language programming;
- 17 complaints did not provide enough information to identify the language of the programming;
- 31 were about non-program-related broadcasting issues, so language was irrelevant.

## **Source of Program**

Of the 1 495 complaint files handled by the CBSC,

- 1 160 complaints dealt with Canadian programming;
- 176 dealt with foreign programming;
- 127 did not provide enough information to determine the national origin of the programming;
- 32 were about non-program-related broadcasting issues, so source was irrelevant.

### Language of Program

	Conventional Radio	Satellite Radio	Conventional & Discretionary TV	Pay TV	N/D <sup>1</sup>	N/A <sup>1</sup>	Total
<b>Language</b>							
English	342	3	650	4	11	25	1035
French	167	0	218	4	1	1	391
Third Language	18	0	3	0	0	0	21
Non-determined <sup>2</sup>	1	0	8	0	7	1	17
Not applicable <sup>2</sup>	0	2	2	0	0	27	31
<b>TOTAL</b>	528	5	881	8	19	54	1495

### Source of Program

	Conventional Radio	Satellite Radio	Conventional & Discretionary TV	Pay TV	N/D <sup>1</sup>	N/A <sup>1</sup>	Total
<b>Source</b>							
Canadian	495	0	629	1	7	28	1160
Foreign	16	2	154	3	0	1	176
Non-determined <sup>2</sup>	15	1	93	4	12	2	127
Not applicable <sup>2</sup>	2	2	5	0	0	23	32
<b>TOTAL</b>	528	5	881	8	19	54	1495

#### 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 were 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 2017/2018. This table provides a breakdown of only the 528 conventional radio and five satellite radio complaints actually handled by the CBSC.

<b>Type of Program</b>	<b># of Conventional Radio Complaints</b>	<b># of Satellite Radio Complaints</b>
Advertising	9	0
Comedy	2	0
Contests	44	0
Drama	0	0
Fantasy	0	0
Information	2	0
Infomercial	1	0
Informal Discourse	193	0
News and Public Affairs	17	0
Open Line/Talk Show	240	1
Promos	5	0
Public Service Announcement	0	0
Religious Program	0	0
Songs	31	1
Sports	8	0
Web Content	3	0
Undetermined	15	1
Non-applicable	4	2

### **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 881 conventional and discretionary television and 8 pay television complaints actually handled by the CBSC.

<b>Type of Program</b>	<b># of Conventional &amp; Discretionary Television Complaints</b>	<b># of Pay Television Complaints</b>
Advertising	96	0
Animation	19	0
Children's Programming	7	0
Comedy	36	0
Contests	35	0
Drama	51	2
Documentary	14	1
Fantasy / Science Fiction	7	0
Game Show	3	0
Infomercial	5	0
Informal Discourse	0	0
Information	19	1
Movie	23	2
Music Video / Song	2	0
News and Public Affairs	335	0
Open-Line/Talk Show	22	0
Promos	45	0
Public Service Announcement	1	0
Reality Programming	88	0
Religious	11	0
Sports	39	0
Station ID Logo	1	0
Variety	5	0
Web Content	7	0
Undetermined	55	2
Non-applicable	6	0

## **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 1 495 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, discretionary and pay television complaints are all combined under the heading “Television”.

		<b>Keywords</b>					
		<b>Radio #</b>		<b>Television #</b>		<b>Non-Determined or Not applicable #</b>	<b>Total #</b>
	Advisories	2		31		0	33
	Age Discrimination	4		0		0	4
	Bad Taste	4		7		0	11
	Bias/Unfair/Imbalanced Information	44		95		11	150
	Classification/Rating	0		10		0	10
	Coarse Language	35		73		3	111
	Conflict of Interest	5		6		0	11
	Contests – Dangerous	1		0		0	1
	Contests – Unfair	8		30		0	38
	Disability Discrimination	5		6		0	11
	Ethnic Discrimination	21		7		1	29
	Exploitation of Children	0		13		0	13
	Gender Discrimination	43		7		0	50
	Improper Comment/Content	121		74		5	200
	Inaccurate News/Info	36		89		7	132
	Journalistic Conduct	3		41		5	49
	National Discrimination	26		14		0	40
	Other	15		39		28	82
	Privacy	12		20		4	36
	Program Selection/Quality	11		138		3	152
	Racial Discrimination	55		63		5	123
	Religious Discrimination	12		46		2	60
	Representation of Men	0		6		0	6
	Representation of Women	11		6		1	18
	Scheduling	25		126		1	152
	Sexual Content	30		91		1	122

Sexual Orientation - Discrimination	118		6		1	125		
Subliminal Content	0		2		0	2		
Treatment of Callers	14		0		0	14		
Violence	51		217		2	270		

### **Status of Complaints at Year-End**

Of the 1 495 files handled by the CBSC, 786 were Code Relevant & Specific complaints. The remaining 709 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 786 Code Relevant & Specific complaints, 579 will not require follow-up by the CBSC as they were resolved at the level of broadcaster associate and complainant communication. Fifty-two (52) complaints were resolved through the release of decisions of the Panels or the CBSC Secretariat. One hundred and twenty-six (126) complaints had yet to complete the dialogue process with the broadcaster associate and 29 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 2017-2018**

The CBSC issued 23 Panel Decisions and 69 Summary Decisions, for a total of 92 decisions in 2017/2018.

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 associate, 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 associate and posts it on the CBSC website, accompanied by a media release. If the Panel finds no breach, the broadcaster associate is not required to take any further action; if the Panel does find a breach, the broadcaster associate must generally announce that result on air.

Summary Decisions are issued: 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; or when the broadcaster associate admits to failing to meet a code, and the broadcaster associate has made a clear apology or correction on air. 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 associate 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 23 Panel Decisions released this year, 13 were about television programming and ten were about radio, with 11 English and 11 French and one decision dealing with both an English and a French television broadcast. 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	8	0	10
	Television	10	4	0	13*
	Total	12	12	0	23*

\*Note that one Panel Decision dealt with both an English and a French television broadcast, so the Television row and the Total row do not add correctly.

## Overview of Panel Decisions

### Scheduling of Adult Material on Television

The CBSC dealt with the scheduling of adult material on television in six decisions this year. Clause 10 (Television Broadcasting) of the Canadian Association of Broadcasters' (CAB) *Code of Ethics* and Article 3.0 (Scheduling) 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 *TVA re Les beaux malaises ("La grande finale")* (CBSC Decision 16/17-0984, October 25, 2017), the CBSC dealt with a number of different issues. The program was the final episode in a comedy series that followed the life of a comedian playing a fictional version of himself. The episode included some coarse language, a scene of a dildo in a dish drying rack, as well as references to cunnilingus and to a threesome. The final scene of the entire series showed characters dancing. There was a transvestite, as well as an elderly couple smoking marijuana, and a man watching a girl of 9 or 10 years old in a bathing suit dancing around a pole. A viewer complained that this final scene promoted drug use, exploitation of children, and transgenderism. The episode aired at 9:00 pm. There was a viewer advisory in audio and video formats at the beginning of the program, but after that it was shown only as a video scroll across the bottom of the screen. The French-Language Panel concluded that the coarse language, sexual content and marijuana consumption was acceptable in a program at 9:00 pm under Clause 10 of the *CAB Code of Ethics*. It also found that the images of a transvestite were acceptable because there is nothing that prohibits the depiction of sexual diversity. It did,

however, conclude that the scene of the girl dancing while a man leered at her inappropriately sexualized children contrary to Clause 8(b) (Exploitation) of the *CAB Equitable Portrayal Code*. The Panel also found a breach for the video-only advisories under Clause 11 of the *CAB Code of Ethics* and for failing to provide any classification icon at the beginning.

The CBSC dealt with an advertisement for a horror movie in *TSN re an advertisement for the movie Annabelle: Creation* (CBSC Decision 16/17-3725, March 29, 2018). The ad contained images of a creepy doll, a young girl's wheelchair being pushed by an unseen figure, objects flying around a room, and a nun being thrown against a wall by an unseen force. The tagline for the movie was "Evil finds a new home". The ad aired at 7:30 pm. A viewer complained that the ad was not appropriate for broadcast during family viewing times. The English-Language Panel agreed that the scenes were intense and frightening, but found that they did not contain the level of gore or graphic-ness that would make them intended exclusively for adults and therefore did not breach Article 3.3 of the *CAB Violence Code*.

In *Space re Star Trek: Discovery ("Choose Your Pain")* (CBSC Decision 17/18-0391, April 18, 2018), the CBSC dealt with an episode of a science-fiction series, which contained two instances of the word "fucking" and numerous scenes of violence. One scene showed an alien ripping out the heart of a pilot, while others showed graphic beatings and torture of prisoners and a lengthy fight sequence as the protagonists tried to escape an enemy spaceship. The episode aired at 8:00 pm with viewer advisories. A viewer complained that the content was inconsistent with previous versions of *Star Trek* and not acceptable in prime time. The English-Language Panel concluded that the broadcast of the f-word and the explicit violence before 9:00 pm breached Clause 10 of the *CAB Code of Ethics* and Article 3.1.1 of the *CAB Violence Code*, respectively. Space also violated Article 4.0 of the *CAB Violence Code* for failing to air a classification icon at the beginning of the episode.

Coarse language in live sports was the topic treated in *TSN 4 re CFL on TSN (Hamilton at Ottawa)* (CBSC Decision 17/18-0396, April 25, 2018). There were microphones on the field during the Canadian Football League game which picked up player dialogue, including the expressions "motherfucker" and "fucking". The game's broadcast began at 7:00 pm. There were no viewer advisories or any other types of warnings. The CBSC reiterated its conclusions from a previous similar decision,

acknowledging the challenges posed by live programming and the desire to bring sports fans closer to the action, but nevertheless finding a breach of Clause 10 of the *CAB Code of Ethics* for extremely coarse language 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.

The scheduling of sexual content was at issue in *VRAK re Code F* (CBSC Decision 16/17-2253, April 25, 2018). *Code F* was a program in which young women shared their opinions on various issues. One topic in the episode in question was sex shops. There were scenes of the inside of a sex shop and the women described their experiences visiting such establishments and commented on some of the products available there. The episode aired at 6:00 pm, which a viewer felt was inappropriate. The French-Language Panel concluded that the content was mild and vague, rather than explicit, and therefore did not violate Clause 10 of the *CAB Code of Ethics*. The Panel also agreed that the advisories and 13+ icon that VRAK had put on the program were adequate, but suggested that VRAK should be more attentive to these tools, given that the channel had recently shifted its target audience from children to young adults. VRAK was found in violation, however, of its responsibilities of participation in the CBSC for failing to provide an official logger copy of the broadcast.

Sexual discussions were also the subject of *Canal Vie re La belle gang* (CBSC Decision 17/18-0448, June 27, 2018). In that decision, the topic of the day on a television talk show was age and sexuality. The hosts and guests discussed various related subjects, including a sexologist showing sex toys, adolescents sharing their views on sex, a comedienne talking about masturbation, and a swinger-porn-actor-producer who talked about making pornographic movies with his wife. The episode aired at 6:00 pm. A viewer complained that the content was inappropriate for times when children were watching television, especially the segment about the porn-actor because it included a video clip from the set of one of his movies. The French-Language Panel concluded that the content was not so explicit as to constitute material intended exclusively for adults, so its 6:00 pm broadcast did not breach Clause 10 of the *CAB Code of Ethics*. With respect to advisories under Clause 11, the Panel stated that the station could have worded them better, but considered them adequate.

### Coarse Language on Radio

Coarse language on radio was treated in three decisions. Under Clause 9(c) (Radio Broadcasting) of the *CAB Code of Ethics*, broadcasters shall not air unduly coarse and offensive language. The CBSC has established that “unduly” relates to the time of day at which the content is broadcast, with unduly coarse language being unacceptable during daytime or early evening radio broadcasts.

The English word “fuck” in the context of French-language broadcasts was the subject of *CKOI-FM re comments made on Les poids lourds du retour and Radio P-Y* (CBSC Decision 16/17-1283, November 7, 2017). In both daytime programs, the hosts aired excerpts of English-speaking musicians using the f-word. The first was part of pop star Madonna’s speech at the Women’s March on Washington in January 2017 to protest the election of Donald Trump as United States president. The second was a clip of American rock band Green Day lead singer Billie Joe Armstrong repeatedly using the f-word at a concert. The same listener complained about both broadcasts. The French-Language Panel concluded that there was no breach of Clause 9 because the word “fuck” appeared in quotations by third parties rather than the hosts themselves and the language was the actual subject of the hosts’ discussions. Moreover, the coarse word was infrequent and does not have as strong a connotation in French as it does in English.

The CBSC examined French coarse language in *CHIK-FM re Dupont le matin* (CBSC Decision 16/17-1898, March 28, 2018). In that case, a talk show host used the expression “on s’en calisse” in a political discussion about the municipal authorities’ reaction to flooding. A listener complained about the coarse language broadcast at 7:30 am, a time when children might be listening. The French-Language Panel concluded that, in this instance, there was no breach of Clause 9(c) because the expression was only used once, in a non-insulting manner, and as an equivalent to “they don’t give a darn”. The Panel did suggest, however, that such language should not be used indiscriminately and hosts should apologize on air for its usage.

The third decision dealing with coarse language was *CKNO-FM re Crash and Mars* (CBSC Decision 17/18-0881, July 11, 2018). The hosts had played the song “Crazy Bitch” by Buckcherry just after 8:00 am. The program’s producer had hurriedly tried to edit out all instances of the word “fuck” in the song because it tied in with their discussion about trashy wedding songs. He missed two, and afterwards they

joked that he had been 90% successful and hopefully their listeners would mishear the line as “rock you so good”. The CBSC received a complaint from a listener who was primarily concerned with the word “bitch” in the song. The English-Language Panel pointed out that the CBSC had already ruled on the song and determined that, as long as all f-words were eliminated, the song was acceptable for broadcast during the day. Since the station had not successfully edited out all instances, it breached the code.

### Promotion of Violence on Radio

Violence on radio was treated in two decisions. Under Clause 9(a) (Radio Broadcasting) of the *CAB Code of Ethics*, broadcasters shall not air content that sanctions, promotes or glamorizes violence.

In *CKMF-FM re Énergie le matin (controversial tweet)* (CBSC Decision 16/17-0498, November 28, 2017), the CBSC dealt with a morning show team’s conversation about a controversial message on the social media site Twitter. In reaction to the publication of a book about successful Quebec women, a man had posted a tweet that insinuated violence; as a result, he was being investigated by police. The show hosts discussed the situation, with one host strongly advocating that the man receive a beating for such comments. The man was identified by name. A listener complained that, even though the man’s tweet was unacceptable, the hosts should not have incited violence. The French-Language Panel agreed and found a breach of Clause 9(a).

A violent suggestion was also made in the broadcast examined in *CFEL-FM re 100% Normandean (cyclists)* (CBSC Decision 16/17-2906+, April 4, 2018). The hosts of a talk show discussed bicyclists who ride in the winter. One host said that anyone who rides a road bike in the winter is an idiot and should be hit. The CBSC received 1 112 complaints about the broadcast, alleging that these comments posed a safety risk to cyclists. The French-Language Panel concluded that the remarks did violate Clause 9(a), but the station was not required to make an on-air announcement because the host had already apologized on air.

## Violence in News

Three decisions this year were about depictions of violence in news programming. Under Article 6.0 (News) of the *CAB Violence Code*, broadcaster associates must use appropriate editorial judgment in the reporting of violent events and caution in the selection and repetition of video with violent content. Broadcaster associates must also advise viewers in advance of showing scenes of graphic violence. Also, Article 5.0 (Respect) of the Radio Television Digital News Association of Canada's (RTDNA) *Code of Journalistic Ethics* requires that broadcaster associates be respectful and act with sensitivity and restraint when using violent images. Broadcaster associates must also avoid sensationalism under that code article.

Two decisions involved coverage of a fatal stabbing at a high school in Abbotsford, British Columbia. The CBSC received numerous complaints about the coverage provided by both Global and CTV, particularly the broadcast of a cellphone video that had captured the attack in progress. Viewers felt that broadcasting the video had been disturbing for viewers and disrespectful to the victims and their families, especially since the police had asked media outlets to refrain from airing it.

In *Global BC (CHAN-DT) re Global News Hour at 6 & Global News at 11 (Abbotsford school stabbing)* (CBSC Decision 16/17-0553+, September 26, 2017), the CBSC examined the station's coverage of the incident that had occurred earlier in the day. At the time of the 6:00 pm broadcast, some students were still in lockdown inside the school and the status of the two stabbing victims was unknown. At one point, the anchor mentioned that a video existed, but stated that they had elected not to show it out of respect for a request from the families. Towards the end of the newscast, the anchor spoke with the anchor of the 11:00 pm newscast to find out what stories he would be covering later in the evening. During that conversation, the cellphone video was shown. In the video, screams could be heard. A blurred circle covered the victim, but her limbs could be seen. A male leaned over the person and raised his arm up in a stabbing motion. That same video was repeated twice during the 11:00 pm newscast, by which time police had announced that one victim had died. A still photograph taken from the video was also shown in the next day's newscast. A few weeks later, Global BC aired an apology for having shown the video without advance warning. The English-Language Panel decided that the cellphone video should not have been shown at all, so Global therefore breached Article 6.0 of the *CAB Violence Code*. The Panel also concluded that the broadcast of

the video did not respect the dignity of or demonstrate sensitivity towards the people involved, and sensationalized the story, contrary to Article 5.0 of the *RTDNA Code of Journalistic Ethics*.

In *CTV Vancouver (CITV-DT) re CTV News at 6 (Abbotsford school stabbing)* (CBSC Decision 16/17-0554, September 26, 2017), the same CBSC Panel examined CTV's 6:00 pm coverage. It included the cellphone video, in slow motion, but without the audio and the actual stabbing motion. CTV provided a warning before airing the video. The CBSC came to the same conclusion even though CTV presented the video in a different way from Global. The video should not have been broadcast at all under Article 6.0 of the *CAB Violence Code* and Article 5.0 of the *RTDNA Code of Journalistic Ethics*.

Another case involving violent video footage was *CHEK-DT re CHEK News report (motorcycle crash)* (CBSC Decision 17/18-0055 & -0056, April 11, 2018). During a 5:00 pm newscast, the station reported on a collision between a motorcycle and a truck that had resulted in the death of the motorcycle driver. The driver was not identified by name. CHEK broadcast security camera footage that had captured the accident on film. The footage was grainy and showed the accident from a distance with the camera's time stamp partially covering the action. The footage was zoomed in on and repeated in slow motion. The CBSC received two complaints from viewers who felt that showing the video was inappropriate and disrespectful, especially without any advance warning to viewers. The English-Language Panel concluded that it was acceptable for the broadcaster to include the footage since the poor quality of the video made it difficult to see the accident, let alone identify the driver. The Panel did, however, conclude that a warning should have been provided as required by Article 6.3 of the *CAB Violence Code*.

### Accuracy of News & Information

Accuracy is required for news and information programming under Clause 5 (News) of the *CAB Code of Ethics*, as well as Article 1.0 (Accuracy) of the *RTDNA Code of Journalistic Ethics*.

An *ad hoc* bilingual CBSC Panel convened to examine complaints about weather-focussed discretionary services in *The Weather Network & MétéoMédia re 30 Day Forecast* (CBSC Decision 16/17-1869 & -1872, October 12, 2017). A viewer had

pointed out that a graphic entitled “30 Days” in fact only displayed 28 days on the high-definition versions of the channels and 27 days on the standard-definition versions. The broadcaster explained that technical limitations of space and font size prevented it from displaying a full 30 days. Shortly after receiving the complaint, it renamed the graphic “Next 4 Weeks”. The Panel concluded that the misnomer of the graphic was not significant enough to constitute a breach of the aforementioned code provisions and it commended the broadcasters for taking corrective action. The complainant requested that the CRTC review the CBSC’s decision under the applicable regulations and the CRTC concluded that the broadcasts were not problematic under the regulations that it administers.

An inaccuracy was also at issue in *CITV-DT (Global Edmonton) re Global News at 5 report (Sunwing pilot)* (CBSC Decision 16/17-1868, December 20, 2017). The report was about the sentencing of a pilot who had attempted to fly an airplane while intoxicated. The report stated that he had been banned from flying any aircraft for two years. A viewer pointed out that he had actually been banned for one year. Global aired a correction to its story on two occasions. The English-Language Panel concluded that there was a breach of Clause 5 of the *CAB Code of Ethics* and Article 1.0 of the *RTDNA Code of Journalistic Ethics* because the subject of the story was the pilot’s sentence and the terms of the sentence were material facts that Global got wrong. The CBSC did not require Global to air a decision announcement because the station had already broadcast a correction.

### Privacy in News Coverage

Another aspect of news programming that the CBSC examined this year was invasion of privacy. Article 5.0 (Respect) of the *RTDNA Code of Journalistic Ethics* requires that broadcast journalists not infringe on a person’s privacy unless there is an overriding public interest.

That code provision was applied in *CITY-DT re CityNews report (house explosion update)* (CBSC Decision 16/17-1173, January 23, 2018). The report in question was an update on the cause of a house explosion in Mississauga, Ontario that had resulted in the death of the two homeowners and severe damage to many neighbouring houses. Investigators announced that they had ruled the explosion’s cause to be a double suicide, carried out by disconnecting natural gas pipes into the house. The report provided the names and photographs of the married couple



who lived in the house. It also mentioned that personal letters that had been strewn around the neighbourhood during the blast indicated that the couple had been struggling financially, physically and emotionally. There were close-up photographs of those letters on which viewers could read lines about the couple's health and financial troubles and their pleas for help. A viewer felt that CITY had violated the couple's privacy by showing the letters. CITY took the position that there was an overriding public interest in showing the letters because they provided insight into the people who had allegedly caused the blast that had affected so many other people. The English-Language Panel agreed with the broadcaster associate, finding no breach of Article 5.5 of the *RTDNA Code of Journalistic Ethics*.

### Fair Contests

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

The CBSC examined a contest program in *CHCH-DT re Game Time* (CBSC Decision 16/17-1690 & -2179, February 22, 2018). In the program, a host displays puzzles on screen and invites viewers to call in to answer and win a cash prize. Each call costs \$1 whether or not the caller is put through to the studio to give an answer. Contest rules and regulations appear on screen in a scroll and are sometimes mentioned verbally by the host.

On one episode, there was a puzzle of an image of a triangle with multiple lines inside it and the question was "How many triangles are in the picture?" No callers gave the correct answer. At the end of the segment, the apparent solution was shown on screen, whereby each triangle was highlighted. However, many lines were highlighted that did not appear in the original picture. A viewer complained about the inaccuracy of the solution to this puzzle. The broadcaster contacted the program's producers who explained that there was a hardware glitch and the incorrect solution had been broadcast. A correction was aired in a later episode. The English-Language Panel found a breach for the unfair and misleading solution, but did not require CHCH to make an on-air announcement because it had already aired a correction.

In that same decision, the CBSC examined a complaint from a different viewer who complained in general that *Game Time* is a “scam” because it does not make its rules entirely clear, as the written information on screen is too small and scrolls too quickly. The viewer provided the date of one episode that concerned him. During that episode there was a word search game where viewers had to find three car brands. The host explained the game, but never stated that the correct answer was the three brands pre-selected by the producers and not just any three brands visible in the grid. She also repeated that there were no tricks. In the on-screen scroll, there were some details about the possible nature of the answer that the host never provided verbally. The Panel concluded that this game lacked transparency under Clause 12 and that similar information must be presented both verbally and visually. It also noted that any on-screen scroll should feature a reasonable font size and scroll speed, but concluded that those elements were adequate in this episode.

#### 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 Portrayal 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. Clause 10 (Contextual Considerations) of the *CAB Equitable Portrayal Code* allows that certain types of programming may contain elements that appear to be discriminatory, but do not violate the code for reasons such as comedic or satirical intent, or intellectual discussion.

In *CJMF-FM & CKOB-FM re Doc Mailloux et Josey* (CBSC Decision 16/17-0491, January 30, 2018), the CBSC examined episodes of an open-line talk show that deals with interpersonal relationships and social issues. In one episode, the hosts and callers discussed a study that had surveyed young men about sexual assault, while in another they talked about a controversial speech by a female artist at a music awards show. A listener complained that Doc Mailloux had made sexist comments

about women in both episodes. In the first, he had stated that a certain percentage of men have no control over their sexual urges and that women need to be prudent in their relationships. In the second, Mailloux said that the “Quebec matriarchy” had criticized the female singer because she had dared to challenge their principles by attending the gala in non-formal wear and encouraging young women to empower themselves. The French-Language Panel examined the complaint under the various code provisions mentioned above and found no breach. The Panel explained that Mailloux had the right to voice his opinion on these political and social questions based on his experience as a psychiatrist. He did not generalize about *all* men or women in these discussions. That his views are open to debate does not render the content discriminatory. The Panel did, however, find that a third episode dealing with female sexual satisfaction contained sexually explicit material that breached Clause 9(b) of the *CAB Code of Ethics* when broadcast in the show’s morning time slot.

The same program was the subject of *CKOB-FM re Doc Mailloux et Josey* (CBSC Decision 17/18-0266, June 20, 2018). In the challenged episode, the subject was reactions to infidelity. After a couple of older callers had shared their views, Mailloux complained that old people do not remember accurately and lie to themselves on a regular basis. He even declared that he did not want too many old people on air. His co-host pointed out that not all elderly people were like that and that Mailloux himself was part of that generation. A listener complained that the comments were discriminatory against old people. The French-Language Panel found no breach because the comments did not reach the level of “abusive” or “unduly discriminatory” and they were counterbalanced by the co-host. There was therefore no breach of any of the codes relating to human rights, stereotyping and degradation. The listener also complained that some of the other conversations were too sexually explicit when they delved into sexual satisfaction and masturbation, but the Panel found that they were not particularly explicit in this instance and therefore did not violate Clause 9(b) of the *CAB Code of Ethics*.

In another decision, *CKMF-FM re Énergie le matin (commentary about men)* (CBSC Decision 16/17-0678, November 21, 2017), the CBSC ruled on a satirical opinion piece by a young female commentator. In light of public discussions surrounding sexual harassment and consent, the woman’s editorial sarcastically thanked men for some of the stereotypical things they do, such as [translation] “Thanks, boys, for always immediately assuming that any time we’re angry or emotional, it’s pre-

menstrual syndrome” and “Thanks for grabbing our asses when you feel like, even if we don’t know you”. A listener complained that the segment negatively generalized about men, suggesting that all men are disrespectful to women, are sexual aggressors, and are inept at understanding the concept of consent. The French-Language Panel agreed that the commentator’s choice of phrasing did generalize about men, but it was intended to use humour and exaggeration to draw attention to serious societal issues. There was also a warning prior to her editorial that it would contain sarcasm and irony. In light of Clause 10 of the *CAB Equitable Portrayal Code*, the broadcast did not breach any codes.

The CBSC’s very first decision about a satellite radio broadcast was *SiriusXM re the song “Squaws Along the Yukon” by Hank Thompson on the channel Willie’s Roadhouse* (CBSC Decision 15/16-1767, February 21, 2018). The song was by American country singer Hank Thompson and had been a hit when originally released in 1958. It contained lines such as “There’s a salmon-coloured girl who sets my heart a-whirl” and “She makes her underwear from the hides of grizzly bear”. A listener complained that the song is racist and sexist. SiriusXM pointed out that Willie’s Roadhouse is an American channel focussing on classic country music, and that older recordings may reflect the ignorance and insensitivity of past eras. The English-Language Panel examined the complaint under the Human Rights clause and the other relevant provisions of the *CAB Equitable Portrayal Code* relating to stereotyping, degradation and derogatory language. The Panel acknowledged that it is difficult to apply current standards to historical works. It nevertheless concluded that the word “squaw” is unacceptable for broadcast under Clause 9 of the *CAB Equitable Portrayal Code* and the song contained other stereotypical and degrading depictions of Indigenous women contrary to Clauses 2, 3, 4 and 7 of the *CAB Equitable Portrayal Code*. None of the contextual considerations outlined in Clause 10 of the *CAB Equitable Portrayal Code* saved the song from breaching the codes in this instance.

Representation of Indigenous women was also the subject of *CHOI-FM re Fillion* (CBSC Decision 16/17-0647, July 4, 2018). A radio talk show host commented on allegations that male police officers in remote areas had sexually assaulted Indigenous women. He claimed that, according to a police source he knew, the officers sent to remote regions are young with attractive young wives and would not be tempted to have sexual relations with “messed up” Indigenous women with bad teeth who suffer from hepatitis and addiction. The CBSC received 31

complaints about the broadcast, but only one complainant of the nine who were eligible requested that the CBSC proceed with a ruling. The station argued that Fillion's comments highlighted some of the problems faced by Indigenous people and the challenges police face in remote areas. It also stated that Fillion has spoken out against sexual assault on numerous occasions. The French-Language Panel concluded that the comments did negatively generalize about Indigenous women under the codes and any comments by Fillion or his co-host about the unfortunate circumstances on First Nations reserves did not serve to mitigate the discriminatory ones.

### **Summary Decisions**

The CBSC issued a total of 69 Summary Decisions this year. There were more Summary Decisions about radio programming than television programming, and more about English programming than French. The program genre that generated the most complaints resulting in Summary Decisions was talk programming. 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	22	14	7	43
	Television	24	2	0	26
	Total	46	16	7	69

### **Topics Treated in Summary Decisions**

The category of complaint that generated the largest number of Summary Decisions in 2017/2018 was biased, unfair or imbalanced content. Of all the Summary Decisions issued this year, 18 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 2) 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. Just because a report or segment

did not cover an issue or a side in the manner that a complainant might have wished does not render the content biased or unfair. As long as the facts presented are accurate and varying views are mentioned, the content does not violate the codes.

Complaints about bias/unfairness/imbalance often also raise issues of accuracy, alleging that inaccuracies render a report or commentary biased. Fifteen (15) 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. Again, as long as the facts presented are technically accurate, that a broadcaster associate focussed on a certain aspect of a story or did not cover *every* fact about the situation, does not mean the coverage was inaccurate.

The CBSC also issued 15 Summary Decisions for which the complaint was about some other type of improper comment. These complaints mostly involved criticisms of individuals, businesses or groups. Such complaints are examined under Clause 6 of the *CAB Code of Ethics* which requires the full, fair and proper presentation of news, opinion, editorial and commentary. Broadcaster associates are entitled to air material that is critical of people, as long as it is based on facts and is not extremely harsh or gratuitous.

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	1
Bad Taste	0
Biased/Unfair/Imbalanced Information	18
Classification/Rating	0
Coarse Language	8
Conflict of Interest	0
Unfair Contest	0
Discrimination Based on Age	3
Discrimination Based on Disability	1
Discrimination Based on Ethnicity	1

Discrimination Based on Gender	6
Discrimination Based on Nationality	4
Discrimination Based on Race	5
Discrimination Based on Religion	6
Discrimination Based on Sexual Orientation	6
Exploitation of Children	0
General Improper Comments/Content	15
Inaccurate News or Information	15
Journalistic Conduct	1
Invasion of Privacy	4
Degrading Representation of Women	2
Degrading Representation of Men	0
Scheduling	8
Sexual Content	7
Subliminal Advertising	0
Treatment of Callers to Open-Line Programs	1
Violence	9
Other	0

\*Since some complaints raised more than one issue, the total exceeds 69.

## ADJUDICATORS

Below is a list of CBSC Adjudicators who have served for some or all of fiscal 2017/2018.

<b>Name</b>	<b>Affiliation</b>
Bram Abramson	Public
Hiroko Ainsworth	Public
Doug Anderson	Industry
Michel Arpin	Public
Dave Barry	Industry
Julien Béliveau	Public
Charlotte Bell	Public
Mélanie Bissonnette	Public
Geneviève Bonin	Public
Denis Bouchard	Industry
Daryl Braun	Industry
Raynald Brière	Industry
Rhonda Brown	Industry
Mark Bulgutch	Industry
Stephen Callary	Public
Andrew Cardozo	Public
André H. Caron	Public
Michel Carter	Public
Richard Cavanagh	Public
Sylvie Charbonneau	Public
André Chevalier	Industry
Stacey Commer	Industry
Sylvie Courtemanche	Public
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
Ethan Faber	Industry
Jon Festinger	Public
Richard French	Public
Marcy Galipeau	Public
Ken Geddes	Industry
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
Karen Phillips	Industry
Sherri Pierce	Industry
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
Les Staff	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	CFJO-FM	CFVS-DT	CHOE-FM	CIKI-FM	CJEC-FM
CFCF-DT	CFJP-DT	CFXM-FM	CHOI-FM	CILM-FM	CJFM-FM
CFCM-DT	CFKM-DT	CFZZ-FM	CHOM-FM	CIME-FM	CJGO-FM
CFDA-FM	CFKS-DT	CHAU-DT	CHOT-TV	CIMF-FM	CJIT-FM
CFEI-FM	CFLO-FM	CHEM-DT	CHRD-FM	CIMO-FM	CJLA-FM
CFEL-FM	CFMB	CHEQ-FM	CHRF	CIMT-DT	CJLM-FM
CFEM-DT	CFOM-FM	CHEY-FM	CHRL-FM	CIPC-FM	CJLV
CFER-TV	CFRS-DT	CHGO-FM	CHRM-FM	CITE-FM	CJMF-FM
CFGE-FM	CFTF-DT	CHIK-FM	CHRN	CITF-FM	CJMM-FM
CFGL-FM	CFTM-DT	CHLT-DT	CHSV-FM	CJAB-FM	CJMV-FM
CFGS-DT	CFTX-FM	CHLX-FM	CHVD-FM	CJAD	CJNT-DT
CFGT-FM	CFVD-FM	CHMP-FM	CHXX-FM	CJDM-FM	CJOI-FM
CFIX-FM	CFVM-FM	CHOA-FM	CIGB-FM	CJEB-FM	CJPM-DT

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

### Ontario

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

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

**British Columbia**

CFAX	CHBZ-FM	CHWK-FM	CJCI-FM	CKCV-FM	CKQQ-FM
CFBT-FM	CHDR-FM	CIBH-FM	CJDC	CKDV-FM	CKQR-FM
CFBV	CHEK-DT	CICF-FM	CJDC-TV	CKFR	CKRV-FM
CFCP-FM	CHKG-FM	CIFM-FM	CJFW-FM	CKGF-FM	CKRX-FM
CFFM-FM	CHLG-FM	CIGV-FM	CJIB-FM	CKGR-FM	CKSR-FM
CFJC-TV	CHMJ	CILK-FM	CJJR-FM	CKKC	CKST
CFMI-FM	CHNL	CIOC-FM	CJKC-FM	CKKN-FM	CKTK-FM
CFNI	CHNM-DT	CIRH-FM	CJMG-FM	CKKO-FM	CKVU-DT
CFOX-FM	CHNU-DT	CIRX-FM	CJOR	CKKQ-FM	CKWV-FM
CFPW	CHOR-FM	CISL	CJSU-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	CKOO-FM	CKPG-TV	
CHBC-DT	CHTT-FM	CJAV-FM	CKQC-FM	CKPK-FM	
CHBE-FM	CHWF-FM	CJAX-FM	CKCR-FM	CKQC-FM	

**Northwest Territories**

CJCD-FM

**Yukon**

CKRW-FM

**Discretionary Television Services**

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

Évasion	IFC (Canada)	RDS Info	Telelatino
Fairchild Television	Investigation Discovery	Rewind	Télémagino
Fairchild TV 2 HD	LCN	SCN Television	Teleniños
Family Channel	Lifetime Canada	Séries+	Teletoon
Family Jr.	Love Nature	Showcase	Télétoon
Fashion Television	Makeful	Silver Screen Classics	The Movie Network
Fight Network	MAX	SkyTG24 Canada	TMN Encore
FNTSY Sports Network	Mediaset Italia	Slice	Travel + Escape
Food Network Canada	Météomédia	<small>Smithsonian Channel Canada</small>	Treehouse
FPTV	MOI & CIE	Space	TSN, TSN 2, TSN 3, TSN 4 & TSN 5
FX Canada	MovieTime	Sportsnet	TV5
FXX Canada	MTV Canada	Sportsnet 360	TVA Sports 1, 2 & 3
FYI (Canada)	MTV2	Sportsnet One	Unis TV
GameTV	Much	Sportsnet World	Univision
<small>GINX Esports TV Canada</small>	MusiquePlus	Stingray Hits!	Viceland
Global News: BC 1	Nat Geo Wild	Stingray Juicebox	VisionTV
Gusto	<small>National Geographic Channel</small>	Stingray Loud	VRAK
H2 Canada	Nickelodeon Canada	Stingray Retro	The Weather Network
HBO Canada	OLN	Stingray Vibe	W Network
HGTV (Canada)	OMNI Regional	<small>Sundance Channel Canada</small>	Wild TV
HIFI	One	Super Channel Fuse	World Fishing Network
Historia	Out TV	<small>Super Channel Heart &amp; Home</small>	YOOPA
History	OWN	Super Channel Vault	YTV
<small>Hollywood Suite 70s Movies</small>	<small>PalmarèsADISQ par Stingray</small>	Super Écran	Z
<small>Hollywood Suite 80s Movies</small>	Prise 2	Talentvision	Zeste
<small>Hollywood Suite 90s Movies</small>	RDS	Telebimbi	
<small>Hollywood Suite 2000s Movies</small>			

### Satellite Radio Services

SiriusXM



## APPENDIX

[CTV Vancouver \(CIVT-DT\) re CTV News at 6 \(Abbotsford school stabbing\)](#) (CBSC Decision 16/17-0554, September 26, 2017)

[Global BC \(CHAN-DT\) re Global News Hour at 6 & Global News at 11 \(Abbotsford school stabbing\)](#) (CBSC Decision 16/17-0553+, September 26, 2017)

[The Weather Network & MétéoMédia re 30 Day Forecast](#) (CBSC Decision 16/17-1869 & -1872, October 12, 2017)

[TVA re Les beaux malaises \("La grande finale"\)](#) (CBSC Decision 16/17-0984, October 25, 2017)

[CKOI-FM re comments made on Les poids lourds du retour & Radio P-Y](#) (CBSC Decision 16/17-1283, November 7, 2017)

[CKMF-FM re Énergie le matin \(commentary about men\)](#) (CBSC Decision 16/17-0678, November 21, 2017)

[CKMF-FM re Énergie le matin \(controversial tweet\)](#) (CBSC Decision 16/17-0498, November 28, 2017)

[CITV-DT \(Global Edmonton\) re Global News at 5 report \(Sunwing pilot\)](#) (CBSC Decision 16/17-1868, December 20, 2017)

[CITY-DT re CityNews report \(house explosion update\)](#) (CBSC Decision 16/17-1173, January 23, 2018)

[CJMF-FM & CKOB-FM re Doc Mailloux et Josey](#) (CBSC Decision 16/17-0491, January 30 2018)

[SiriusXM re the song "Squaws Along the Yukon" by Hank Thompson on the channel Willie's Roadhouse](#) (CBSC Decision 15/16-1767, February 21, 2018)

[CHCH-DT re Game Time](#) (CBSC Decision 16/17-1690 & -2179, February 22, 2018)

[CHIK-FM re Dupont le matin](#) (CBSC Decision 16/17-1898, March 28, 2018)

[TSN re an advertisement for the movie \*Annabelle: Creation\*](#) (CBSC Decision 16/17-3725, March 29, 2018)

[CFEL-FM re \*100% Normandeau \(cyclists\)\*](#) (CBSC Decision 16/17-2906, April 4, 2018)

[CHEK-DT re \*CHEK News report \(motorcycle crash\)\*](#) (CBSC Decision 17/18-0055 & -0056, April 11, 2018)

[Space re \*Star Trek: Discovery \("Choose Your Pain"\)\*](#) (CBSC Decision 17/18-0391, April 18, 2018)

[VRAK re \*Code F\*](#) (CBSC Decision 16/17-2253, April 25, 2018)

[TSN 4 re \*CFL on TSN \(Hamilton at Ottawa\)\*](#) (CBSC Decision 17/18-0396, April 25, 2018)

[CKOB-FM re \*Doc Mailloux et Josey\*](#) (CBSC Decision 17/18-0266, June 20, 2018)

[Canal Vie re \*La belle gang\*](#) (CBSC Decision 17/18-0448, June 27, 2018)

[CHOI-FM re \*Fillion\*](#) (CBSC Decision 16/17-0647, July 4, 2018)

[CKNO-FM re \*Crash and Mars\*](#) (CBSC Decision 17/18-0881, July 11, 2018)