

Canadian Broadcast Standards Council



Annual Report 2018/2019

For the fiscal year running from
September 1, 2018 to August 31, 2019



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CHAIR'S MESSAGE

It is my pleasure to present our Annual Report for the fiscal year 2018/2019. This is my second year as Chair of the CBSC. In my first year as Chair we implemented many policy, procedural and operational changes at the CBSC. All of these changes were executed in a seamless manner and we continued to meet our goal of treating most files within four months following the receipt of a Ruling Request.

In 2018/2019 we met with only one exception to our goal of treating 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.

One of the policy changes made during the 2017/2018 fiscal year was to expand 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. It is another means by which to ensure a helpful and timely resolution to complaints. This option was used 6 times by broadcasters in the last two fiscal years and was singled out as an attractive choice to bring a quick resolution to complaints.

During this fiscal, the CBSC Secretariat has been working diligently on its main project which is to ensure the incorporation of the webform with the CBSC database in order to achieve full integration. This is a major project at the CBSC and although much has been accomplished in this fiscal year this project will continue in the 2019/2020 fiscal year.

On August 30, 2019, the CRTC issued *Broadcasting Regulatory Policy CRTC 2019-308* (English-language closed captioning mandatory quality standards relating to the accuracy rate for live television). The CRTC determined that "the CBSC will be the body that will oversee the certification process for NER evaluators. In this role, the CBSC will convene a new advisory panel to guide in this area and create a publically available, accessible web portal listing, at a minimum, the names of certified Canadian NER evaluators, the Canadian NER Evaluation Guidelines, as well as information identifying where NER training can be obtained." The CBSC will report in its 2019/2020 Annual Report on its activities in this regard.

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. This key objective continues and the CBSC's role with NER certifications will not in any way impede with our primary role to ensure a helpful and fruitful dialogue between the public and broadcaster associates and a timely resolution to complaints.

The following pages contain a summary of complaints, received during this fiscal year as well as 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.

I would like to thank the Board of Directors and 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 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 of fact 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 2018-2019

Overview of Correspondence Received

Complaints

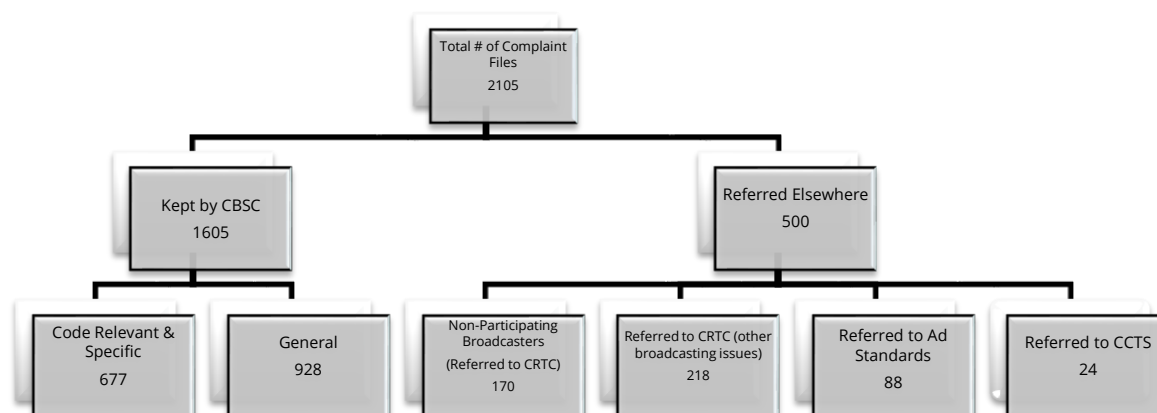
In the 2018/2019 fiscal year, the CBSC opened a total of 2 105 complaint files. Of that total, 1 605 fell within the purview of the CBSC's mandate; the remaining 500 were related to either broadcasters or issues that fell under the jurisdiction of other organizations. The CBSC forwarded those complaints to the relevant agencies.

Six hundred and seventy-seven (677) complaints out of the 1 605 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 928 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, 2 058 were received directly by the CBSC, 46 were transferred from the CRTC, and one came from Ad Standards this year.

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 three cases resulting in over one hundred complaints.

The first was about comments made by the host of a talk show on a multicultural station. Listeners alleged that he made discriminatory comments about Muslims and was fomenting divisiveness in the Kashmir region of India/Pakistan. Of 189 complaints received by the CBSC, only 33 were eligible to proceed through the CBSC's process and none of those complainants chose to file a Ruling Request following receipt of the broadcaster's response. The remaining complainants had

likely not heard the broadcast themselves, since many of them provided incorrect information regarding the date and time of broadcast.

Another issue that generated numerous complaints was a reality singing competition program broadcast on a Quebec-based network. Viewers were invited to vote for their favourite contestant via telephone, text message, mobile phone or Vidéotron's illico service. The CBSC received complaints from viewers outside Quebec who claimed they had been unable to vote for a candidate from New Brunswick. They considered this discrimination against non-Quebeckers and argued that the program host had provided misleading information when he had said that all members of the public could vote. The broadcaster explained that the voting restrictions were due to the fact that only certain telecommunications providers were compatible with the voting system; it was not an attempt to prevent people outside Quebec from voting, thus favouring only Quebec candidates. Only one complainant filed a Ruling Request. The CBSC issued a Summary Decision, explaining that the off-air technical matters relating to the voting system fell outside of the CBSC's jurisdiction and that at no time had the host made any statements to the effect that *all* viewers would be able to vote. There was, therefore, no breach of any CBSC-administered code.

The third viral complaint was about a Cantonese-language news-talk program during which a host made comments about political protests that were occurring in Hong Kong. Complainants felt that the host had inappropriately suggested that the protesters were in part to blame for the government's harsh retaliation measures and made inaccurate statements about who had initiated violent actions. The vast majority of complainants had not heard the original broadcast themselves, including many from outside Canada. They were therefore not eligible to request a CBSC ruling. Of the few complainants who were eligible, none of them chose to proceed with their complaints.

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 49

pieces of General Correspondence in 2018/2019 which, when added to the Complaints filed, bring the total number of files opened in the year to 2 154.

Radio and Television Complaints

As mentioned above, the CBSC opened 2 105 complaint files, but 500 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 1 605 complaints. Of the 1 605 complaint files handled by the CBSC,

- 716 dealt with conventional radio programming;
- 5 dealt with satellite radio programming;
- 745 dealt with conventional or discretionary services television programming;
- 1 dealt with pay television programming;
- 13 dealt with general concerns about broadcasting; and
- 125 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, the CBSC categorizes it as Not Applicable.

Region	Region of Complaint							Total
	Conventional Radio	Satellite Radio	Television (Conventional & Discretionary)	Pay Television	N/D	N/A		
Atlantic	21	1	4	0	0	1	27	
Quebec	91	0	212	0	1	14	318	
Ontario	347	3	121	0	5	20	496	
Prairie	52	1	43	0	1	66	163	
BC	202	0	37	0	2	6	247	
Conventional Television	0	0	57	0	0	4	61	
Discretionary Services	0	0	245	1	0	7	253	
Non-determined	3	0	22	0	4	5	34	
Not Applicable	0	0	4	0	0	2	6	
TOTAL	716	5	745	1	13	125	1 605	

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 services.

Language of Program

Of the 1 605 complaint files handled by the CBSC,

- 925 complaints dealt with English-language programming;
- 296 dealt with French-language programming;
- 365 dealt with third-language programming;
- 6 complaints did not provide enough information to identify the language of the programming;

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

Source of Program

Of the 1 605 complaint files handled by the CBSC,

- 1 298 complaints dealt with Canadian programming;
- 202 dealt with foreign programming;
- 75 did not provide enough information to determine the national origin of the programming;
- 30 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 ¹	N/A ¹	Total
Language							
English	271	5	528	1	9	111	925
French	81	0	209	0	3	3	296
Third Language	361	0	3	0	0	1	365
Non-determined ²	3	0	2	0	1	0	6
Not applicable ²	0	0	3	0	0	10	13
TOTAL	716	5	745	1	13	125	1605

Source of Program

	Conventional Radio	Satellite Radio	Conventional & Discretionary TV	Pay TV	N/D ¹	N/A ¹	Total
Source							
Canadian	661	3	527	0	7	100	1298
Foreign	43	1	152	0	0	6	202
Non-determined ²	10	0	56	1	6	2	75
Not applicable ²	2	1	10	0	0	17	30
TOTAL	716	5	745	1	13	125	1605

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 telecommunications services. 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 2018/2019. This table provides a breakdown of only the 716 conventional radio and five satellite radio complaints actually handled by the CBSC.

Type of Program	# of Conventional Radio Complaints	# of Satellite Radio Complaints
Advertising	17	0
Comedy	5	2
Contests	43	0
Drama	0	0
Fantasy	0	0
Information	4	0
Infomercial	2	0
Informal Discourse	115	1
News and Public Affairs	365	0
Open Line/Talk Show	141	0
Promos	6	0
Public Service Announcement	0	0
Religious Program	3	0
Songs	35	1
Sports	8	0
Web Content	3	0
Undetermined	17	0
Non-applicable	7	1

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 745 conventional and discretionary television and one pay television complaints actually handled by the CBSC.

Type of Program	# of Conventional & Discretionary Television Complaints	# of Pay Television Complaints
Advertising	75	0
Animation	10	0
Children's Programming	5	0
Comedy	19	0
Contests	31	0
Drama	29	0
Documentary	23	0
Fantasy / Science Fiction	13	0
Game Show	3	0
Infomercial	1	0
Informal Discourse	0	0
Information	16	0
Movie	23	1
Music Video / Song	4	0
News and Public Affairs	161	0
Open-Line/Talk Show	10	0
Promos	33	0
Public Service Announcement	1	0
Reality Programming	190	0
Religious	12	0
Sports	52	0
Station ID Logo	0	0
Variety	1	0
Web Content	9	0
Undetermined	37	0
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 1 605 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”.

		Keywords					
		Radio #		Television #		Non-Determined or Not applicable #	Total #
	Advisories	2		15		0	17
	Age Discrimination	2		1		1	4
	Bad Taste	4		4		0	8
	Bias/Unfair/Imbalanced Information	33		83		13	129
	Classification/Rating	0		16		1	17
	Coarse Language	47		65		9	121
	Conflict of Interest	3		1		1	5
	Contests – Dangerous	0		0		0	0
	Contests – Unfair	8		29		3	40
	Disability Discrimination	8		1		0	9
	Ethnic Discrimination	16		6		0	22
	Exploitation of Children	2		7		0	9
	Gender Discrimination	34		8		1	43
	Improper Comment/Content	275		38		15	328
	Inaccurate News/Info	25		67		12	104
	Journalistic Conduct	0		1		0	1
	Discrimination based on Nationality	11		74		0	85
	Other	28		191		26	245
	Privacy	10		20		9	39
	Program Selection/Quality	21		102		3	126
	Racial Discrimination	32		22		5	59
	Religious Discrimination	196		10		1	207
	Representation of Men	0		0		0	0
	Representation of Women	6		9		1	16
	Scheduling	39		89		0	128
	Sexual Content	42		60		4	106

Sexual Orientation - Discrimination	10		7		0	17		
Subliminal Content	0		1		0	1		
Treatment of Callers	8		0		0	8		
Violence	20		91		51	162		

Status of Complaints at Year-End

Of the 1 605 files handled by the CBSC, 677 were Code Relevant & Specific complaints. The remaining 928 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 677 Code Relevant & Specific complaints, 548 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Fifty-six (56) complaints were resolved through the release of decisions of the Panels or the CBSC Secretariat. Sixty (60) complaints had yet to complete the dialogue process with the broadcaster and 13 complaints for which the complainant had requested a ruling by the CBSC were at various stages in the complaints review process at year-end.

DECISIONS RELEASED 2018-2019

The CBSC issued four Panel Decisions and 83 Summary Decisions, for a total of 87 decisions in 2018/2019.

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 has made a clear apology or correction on air for questionable content. 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 four Panel Decisions released this year, two were about television programming and two were about radio, all of them English-language programming. 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	0	0	2
	Television	2	0	0	2
	Total	4	0	0	4

Overview of Panel Decisions

In *CP24 re a news report about 4-20 and a panel discussion about the Ontario provincial election* (CBSC Decision 17/18-1438, October 18, 2018), the English-Language Panel dealt with two separate broadcasts aired during the same afternoon on an all-news discretionary channel. The first broadcast was a 2:00 pm live coverage of a pro-marijuana rally in Toronto. As the on-location reporter described the scene, a man ran into the shot and shouted “Four-Twenty! Fuck her right [unintelligible]!” and then walked out of the shot. The reporter immediately decried the outburst and also apologized at the end of the segment. Although the CBSC has consistently stated that the uncensored f-word should not be broadcast outside the Watershed period of 9:00 pm to 6:00 am, the Panel recognized the challenges posed by live programming. In this case, the Panel found no breach of Clause 10 of the Canadian Association of Broadcasters’ (CAB) *Code of Ethics* because the broadcaster could not have reasonably anticipated this “mic-bombing” incident, the coarse language was barely audible, and the reporter immediately reacted and apologized for the language. The second broadcast was a panel discussion about the upcoming Ontario provincial election. Doug Ford was running for premier as the leader of the Progressive Conservatives. A Liberal commentator said, “I think people think Doug Ford’s a bit of a dick”. The host of the segment immediately apologized and reiterated that apology at the end of the segment. The Panel determined that “dick” is not a word that must be relegated to the Watershed period. It considered “that the word ‘dick’ is now commonly used and is considered a mildly pejorative term.” The Panel also noted that research studies on coarse language in the United Kingdom and New Zealand found similar reactions to that word and pointed out that there were on-air apologies made. The Panel also discussed whether the word used as an insult directed at a named individual would constitute a breach of Clause 6 of the *CAB Code of Ethics* which requires that all opinions be presented in a full, fair and proper manner. The majority considered

that there was no breach because the political pundit did not actually say that Doug Ford was a dick but rather than some people consider him to be “a bit of a dick”. Moreover, the Panel “does not want to discourage the spontaneous and unrehearsed nature of live talk.”

In *HIFI re loggers for movies & programs* (CBSC Decision 17/18-1790, November 28, 2018), a viewer complained about 22 separate broadcasts. The broadcasts listed were of feature films, dramatic programs, and one reality program. The complainant had a number of issues about the various broadcasts: the presence of violence, sexuality and coarse language (including the word “fuck”); an absence of viewer advisories; and inappropriately low classification ratings. The complainant provided precise times and descriptions for each of the instances that were of concern. When the CBSC sent its customary request to the station to conserve the exact copies of the broadcasts (known as “loggers”), HIFI confirmed they were held. After the complainant filed his Ruling Request, the CBSC asked for the logger files so that it could conduct its review. Rather than send the full broadcasts of each program, HIFI sent 51 video files, each containing a three-minute segment showing only the precise moments mentioned by the complainant. Citing the sections of the *CBSC Broadcaster Associates Manual* relating to loggers, the English-Language Panel found HIFI in breach of its responsibilities of participation in the CBSC for failing to provide adequate loggers that contained the complete programs.

In *CISS-FM re The Sandra and Chris Show (KiSS Ottawa Goodbye contest)* (CBSC Decision 18/19-0748, July 17, 2019), the station ran a contest for two trips to Jamaica. To enter the contest, listeners had to send a text message to the station in response to a question posed by the hosts. Winners were then randomly selected from amongst those entrants. The first draw was on January 11 and the second on January 18. According to the contest rules, the draws took place at 6:00 am in Ottawa. The draws occurred off-air and the winners were not announced on air until later in the morning. On January 11, the hosts of the morning show talked about the contest. Even after 6:00 am, the hosts encouraged listeners to send in texts, specifically stating those texts would be entered into the first draw. The winner was not announced until 8:12 am. A listener complained that the hosts’ statements were inaccurate and misleading, since, if KiSS had followed the contest rules, the draw had actually already taken place at 6:00 am. The station responded that the draw had indeed been done at 6:00 am in accordance with the official rules and the hosts’ comments had simply been to build excitement and provide

dramatic effect. Moreover, the station emphasized that any entrants who either did not win the first draw or submitted texts after the first draw would be entered into the second draw. In the station's view, regardless of any on-air statements, no entrants were disadvantaged. The CBSC English-Language Panel examined the complaint under Clause 12 of the *CAB Code of Ethics*, which states that contests shall not be misleading. The Panel concluded that the verbal inducements to enter for the first draw when that draw had actually already taken place were misleading, contrary to the code. The Panel acknowledged that stations want to build excitement for their contests and that the hosts had not intended to be misleading, but they did give listeners the false impression that there were still two chances to win when really there was only one.

CHIN re Zelda Young Show (CBSC Decision 18/19-1172, July 31, 2019) was a decision regarding a talk show. The host had as her guest an American political author and commentator named Diana West. The two women discussed American politics and expressed support for President Donald Trump and voiced their concerns about socialist ideas taking hold in the US. At one point, West stated, "We're in this very broken state. But this is what happens when you get an Islamic demographic. You do see an upsurge in anti-Semitism and, and, you know, it is something that is inculcated in the religion of Islam, just as it is anti-Christian. So, this is just what you see as a consequence of Islamic immigration [...]. [...] A democratic country cannot remain true to free speech, freedom of religion and so on when it imports an Islamic demographic that will vote. And what we've seen in certain areas of real colonization. For example, the Somali colonization of Minnesota. [...] I mean, this is what happens when immigration is not calibrated to include people who are with you before they get here and don't want to transform you to something you are not." A listener complained that these comments were discriminatory. The Panel pointed out that most of the discussion constituted acceptable political commentary, but agreed that the program had crossed the line when it painted all Muslims with the same brush. The majority of the English-Language Panel found breaches of Clauses 2 of the *CAB Code of Ethics* and *Equitable Portrayal Code* regarding abusive or unduly discriminatory commentary against identifiable groups, as well as the Stereotyping clause of the *Equitable Portrayal Code*.

Summary Decisions

The CBSC issued a total of 83 Summary Decisions this year. There were slightly more Summary Decisions about television programming than radio programming, and more about English programming than French. The program genre that generated the most complaints resulting in Summary Decisions was news 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	28	9	3	40
	Television	37	6	0	43
	Total	65	15	3	83

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2018/2019 was biased, unfair or imbalanced content. Of all the Summary Decisions issued this year, 16 of them raised such issues, in the context of news 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 all the issues or viewpoints 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. Hosts and other program participants of talk shows are entitled to voice their opinions on various subjects and to take sides on controversial issues.

Complaints about bias/unfairness/imbalance often also raise issues of accuracy, alleging that inaccuracies render a report or commentary biased. Thirteen (13) 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	0
Bad Taste	2
Biased/Unfair/Imbalanced Information	16
Classification/Rating	0
Coarse Language	10
Conflict of Interest	2
Unfair Contest	2
Discrimination Based on Age	0
Discrimination Based on Disability	2
Discrimination Based on Ethnicity	2
Discrimination Based on Gender	7
Discrimination Based on Nationality	2
Discrimination Based on Race	3
Discrimination Based on Religion	1
Discrimination Based on Sexual Orientation	2
Exploitation of Children	0
General Improper Comments/Content	15
Inaccurate News or Information	13
Journalistic Conduct	1
Invasion of Privacy	4

Degrading Representation of Women	0
Degrading Representation of Men	0
Scheduling	10
Sexual Content	10
Subliminal Advertising	0
Treatment of Callers to Open-Line Programs	0
Violence	14
Other	0

*Since some complaints raised more than one issue, the total exceeds 83.

ADJUDICATORS

Below is a list of CBSC Adjudicators who have served for some or all of fiscal 2018/2019.

Name	Affiliation
Bram Abramson	Public
Hiroko Ainsworth	Public
Doug Anderson	Industry
Dave Barry	Industry
Charlotte Bell	Public
Mélanie Bissonnette	Public
Geneviève Bonin	Public
Denis Bouchard	Industry
Daryl Braun	Industry
Rhonda Brown	Industry
Mark Bulgutch	Industry
Stephen Callary	Public
Andrew Cardozo	Public
André H. Caron	Public
Michel Carter	Public
Richard Cavanagh	Public
André Chevalier	Industry
Stacey Commer	Industry
Sylvie Courtemanche	Public
Cam Cowie	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
Jennifer Dumoulin	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
Paul Gratton	Industry
Jim Haskins	Industry
Hanny Hassan	Public
Kim Hesketh	Public
Robin Hildebrand	Industry
Stéphanie Hudon	Industry
Randolph Hutson	Public
Monika Ille	Industry
Daniel Ish	Public
Tracy E. Kenney	Public
Danny Kingsbury	Industry
Ken Kingston	Industry
Éric Latour	Industry
Philippa (Pippa) Lawson	Public
Kurt Leavins	Industry
Andy LeBlanc	Industry
Jean-François Leclerc	Industry
Gordon Leighton	Industry
Leesa Levinson	Public
Mason Loh	Public
Michel Lorrain	Industry
Bob MacEachern	Industry
Hudson Mack	Industry
Susan Makela	Industry
Carol McDade	Industry
Randy McKeen	Industry
Dany Meloul	Industry
Russell Mills	Public
Zahera Mohamed	Industry
Hilary Montbourquette	Industry
Roberta Morrison	Public

Olivia Mowatt	Industry
Linda Nagel	Public
Andrée Noël	Public
Angie Norton	Industry
Mike Omelus	Industry
Mark Oldfield	Industry
James (Jim) Page	Public
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
Jesse Reynolds	Industry
Diane Rhéaume	Public
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
Kalyn Steel	Industry
Lea Todd	Industry
Ilon Tyan	Industry
Ron Waksman	Industry
Toni-Marie Wiseman	Industry
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	CJK-FM	CJFX-FM	CKBW-FM	CKHZ-FM
CFRQ-FM	CIOO-FM	CJHK-FM	CKCH-FM	CKTO-FM
CHRK-FM	CJCB-TV	CJLS-FM	CKEC-FM	CKTY-FM
CIGO-FM	CJCH-DT	CJLU-FM	CKEZ-FM	CKUL-FM
CIHF-DT	CJCH-FM	CJNI-FM	CKHY-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	CFJP-DT	CFZZ-FM	CHOT-TV	CIMO-FM	CJLM-FM
CFCF-DT	CFKM-DT	CHAU-DT	CHRD-FM	CIMT-DT	CJLV
CFCM-DT	CFKS-DT	CHEM-DT	CHRF	CIPC-FM	CJMF-FM
CFDA-FM	CFLO-FM	CHEQ-FM	CHRL-FM	CITE-FM	CJMM-FM
CFEI-FM	CFMB	CHEY-FM	CHRM-FM	CITF-FM	CJMV-FM
CFEL-FM	CFOM-FM	CHGO-FM	CHRN	CJAB-FM	CJNT-DT
CFEM-DT	CFRS-DT	CHIK-FM	CHSV-FM	CJAD	CJOI-FM
CFER-TV	CFTF-DT	CHLT-DT	CHVD-FM	CJDM-FM	CJPM-DT
CFGE-FM	CFTM-DT	CHLX-FM	CHXX-FM	CJEB-FM	CKAC
CFGL-FM	CFTX-FM	CHMP-FM	CIGB-FM	CJEC-FM	CKBE-FM
CFGS-DT	CFVD-FM	CHOA-FM	CIKI-FM	CJFM-FM	CKCN-FM
CFGT-FM	CFVM-FM	CHOE-FM	CILM-FM	CJGO-FM	CKDG-FM
CFIX-FM	CFVS-DT	CHOI-FM	CIME-FM	CJIT-FM	CKGM
CFJO-FM	CFXM-FM	CHOM-FM	CIMF-FM	CJLA-FM	CKGS-FM

CKLD-FM	CKMI-DT	CKOI-FM	CKTF-FM	CKYK-FM
CKLX-FM	CKOB-FM	CKOY-FM	CKVM-FM	CKYQ-FM
CKMF-FM	CKOF-FM	CKRT-DT	CKXO-FM	

Ontario

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

Manitoba

CFAM	CHIQ-FM	CIIT-DT	CJKR-FM	CKJS	CKXA-FM
CFAR-FM	CHMI-DT	CILT-FM	CJOB	CKLF-FM	CKY-FM
CFJL-FM	CHPO-FM	CINC-FM	CJPG-FM	CKLQ-FM	CKY-DT
CFQX-FM	CHSM	CITI-FM	CJRB	CKMM-FM	
CFRW	CHTM-FM	CJAR-FM	CJXR-FM	CKMW-FM	
CFRY	CHVN-FM	CJEL-FM	CKCL-FM	CKND-DT	
CFWM-FM	CHWE-FM	CJGV-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	CKOS-FM
CFCW-FM	CFXW-FM	CIBK-FM	CJCY-FM	CKEA-FM	CKOV-FM
CFDV-FM	CHAT-FM	CIBQ-FM	CJEG-FM	CKEM-DT	CKRA-FM
CFEX-FM	CHAT-TV	CIBW-FM	CJEO-DT	CKER-FM	CKRI-FM
CFFR	CHBN-FM	CICT-DT	CJGY-FM	CKES-DT	CKRY-FM
CFGF-FM	CHBW-FM	CIKT-FM	CJIL-DT	CKFT-FM	CKSA-FM
CFGQ-FM	CHDI-FM	CILB-FM	CJLT-FM	CKGY-FM	CKSA-DT
CFHI-FM	CHED	CILR-FM	CJNW-FM	CKHL-FM	CKSQ-FM
CFIT-FM	CHFM-FM	CIRK-FM	CJOC-FM	CKIK-FM	CKUV-FM
CFMG-FM	CHFT-FM	CISA-DT	CJOK-FM	CKJR	CKVG-FM
CFMY-FM	CHKF-FM	CISN-FM	CJPR-FM	CKJX-FM	CKVH-FM
CFNA-FM	CHLB-FM	CITL-DT	CJRX-FM	CKKX-FM	CKWB-FM
CFRI-FM	CHMN-FM	CITV-DT	CJUV-FM	CKKY-FM	CKWD-FM
CFRN	CHOO-FM	CIUP-FM	CJXK-FM	CKLJ-FM	CKWY-FM
CFRN-DT	CHQR	CIXF-FM	CJXX-FM	CKLM-FM	CKYL
CFRV-FM	CHQT	CIXM-FM	CKAL-DT	CKMH-FM	CKYR-FM
CFVR-FM	CHRB	CIZZ-FM	CKBA-FM	CKMP-FM	CKYX-FM

British Columbia

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

Northwest Territories

CJCD-FM

Yukon

CKRW-FM

Discretionary Television Services

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

Fairchild TV 2 HD
 Family Channel
 Family Jr.
 Fashion Television
 Fight Network
 Food Network Canada
 FPTV
 FX Canada
 FXX Canada
 FYI (Canada)
 Game+
 GameTV
 GINX Esports TV Canada
 Global News: BC 1
 Gusto
 H2 Canada
 HBO 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
 Nat Geo Wild
 National Geographic Channel
 Nickelodeon Canada
 OLN
 OMNI Regional
 One
 Out TV
 OWN
 PalmarèsADISQ par Stingray
 Prise 2
 RDS
 RDS Info

Rewind
 SCN Television
 Séries+
 Showcase
 Silver Screen Classics
 SkyTG24 Canada
 Slice
 Smithsonian Channel Canada
 Space
 Sportsman Channel Canada
 Sportsnet East, West,
 Ontario, Pacific
 Sportsnet 360
 Sportsnet One
 Sportsnet World
 Stingray Hits!
 Stingray Juicebox
 Stingray Loud
 Stingray Retro
 Stingray Vibe
 Super Channel Fuse
 Super Channel Heart & Home
 Super Channel Vault
 Super Écran
 Talentvision

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

Satellite Radio Services

SiriusXM

APPENDIX

[CP24 re a news report about 4-20 and a panel discussion about the Ontario provincial election \(CBSC Decision 17/18-1438, October 18, 2018\)](#)

[HIFI re loggers for movies & programs \(CBSC Decision 17/18-1790, November 28, 2018\)](#)

[CISS-FM re *The Sandra and Chris Show* \(KiSS Ottawa Goodbye contest\) \(CBSC Decision 18/19-0748, July 17, 2019\)](#)

[CHIN re *Zelda Young Show* \(CBSC Decision 18/19-1172, July 31, 2019\)](#)