

Canadian Broadcast Standards Council



Annual Report 2019-2020

For the fiscal year running from
September 1, 2019 to August 31, 2020



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CHAIR'S MESSAGE

It is my pleasure to present our Annual Report for the fiscal year 2019-2020. This is my third year as Chair of the CBSC and it is one I will not soon forget. With the global pandemic, the CBSC team had to completely recalibrate their individual working environments and practices starting in March 2020. Working from home and using new tools such as Zoom for meetings has now become the norm. The 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 fact, in 2019-2020 we met with only one exception our goal of treating files within four months following the receipt of a Ruling Request. The one exception involved a decision in reference to a pay programming service. The CBSC Panel had to review five feature films of the horror/thriller genre and three information programs about video games representing well over 11 hours of programming. The decision was the longest one ever issued by the CBSC and it involved many issues which were very contentious and yielded a multitude of minority decisions from the Panel members. It was truly an unprecedented and massive decision.

Although the CBSC Secretariat adapted very well to the changes made as a result of the global pandemic, the May 12, 2020 cyber attack on our website completely disrupted the work of the CBSC. Both the main website and our back-up were compromised and were no longer functional. The CBSC had no other choice but to completely rebuild the website from scratch on a new platform. The ability to use the CBSC webform to lodge a complaint was interrupted from May 12 to May 21 although we continued to accept complaints sent by fax or by regular mail as per CBSC practices.

Every component of the website had to be restored. This process was effected over several months and required much vigilance on the part of the team of the Secretariat. In the circumstances, I must commend the team of the Secretariat for their exceptional work, without which we could not have accomplished the complete restoration of the CBSC website and still meet our our goal of treating most files within four months following the receipt of a Ruling Request.

During the 2018-2019 fiscal year, the CBSC established 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. Now, where the CBSC receives 100 or more complaints on the same matter, a posting of a notice on the CBSC website states that no further complaints will be accepted on the matter. It informs complainants that the CBSC is already seized of the matter and that it is proceeding forward in accordance with its standard practices. This new policy was particularly helpful during this fiscal year as the CBSC had to deal with 4 such viral complaints. Three of these viral complaints were related to a television broadcast of *Hockey Night in Canada* in November 2019 and comments made by the commentator Don Cherry. This policy is critical in ensuring that the small CBSC Secretariat can meet our goal of treating most files within four months following the receipt of a Ruling Request.

During this fiscal, the CBSC Secretariat has continued its diligent work on its main project which is to ensure the incorporation of the webform with the CBSC database in order to achieve full integration. Great strides were achieved this fiscal year and we expect that the project will be completed in the first part of 2021. The completion of this work will provide the CBSC Secretariat with the tools needed to process complaints with far more operational efficiency.

As explained in my report last year, the CRTC issued in August 2019 its English-language closed captioning mandatory quality standards relating to the accuracy rate for live television (*Broadcasting Regulatory Policy CRTC 2019-308*). The CBSC was tasked with convening an advisory panel to oversee the certification process for NER evaluators and to create a publicly available, accessible web portal listing the names of certified NER evaluators, the Canadian NER Evaluation Guidelines and information identifying where NER training can be obtained. The CBSC held its inaugural meeting of the Advisory Panel in October 2019. Following this meeting, the CBSC called on proposals for NER training and approved the certification of several NER Evaluators. The Advisory Council subsequently approved NER training proposals and established policies and guidelines related to obtaining certification

for NER training in the future. The accessible NER website with the information required by the CRTC became fully functional on May 13, 2020.

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. The expansion of the scope of summary decisions also effected during the 2018-2019 fiscal year 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 is another means by which to ensure a helpful and timely resolution to complaints.

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.

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 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 2019-2020

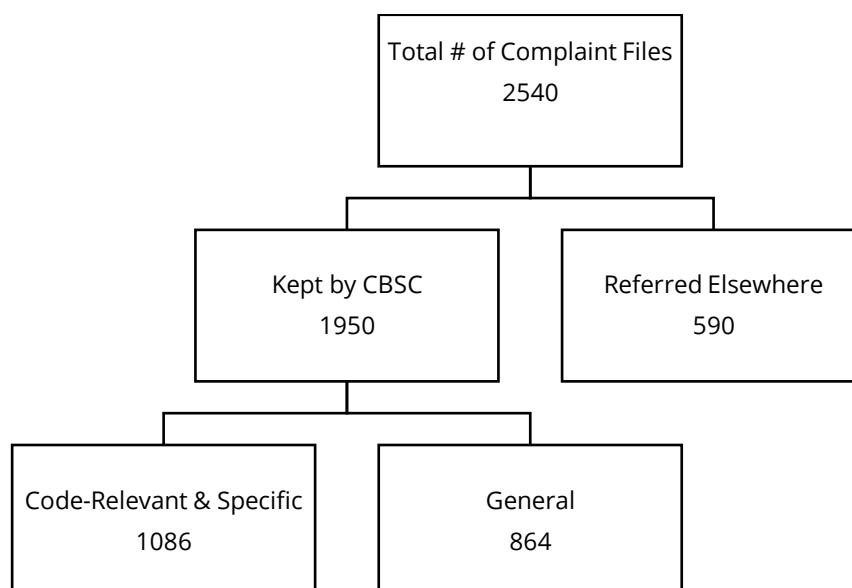
Overview of Correspondence Received

Complaints

In the 2019-2020 fiscal year, the CBSC opened a total of 2 540 complaint files. Of that total, 1 950 fell within the purview of the CBSC's mandate; the remaining 590 were related to either broadcasters or issues that fell under the jurisdiction of other organizations.

One thousand and eighty-six (1 086) complaints out of the 1 950 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 864 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 following is a breakdown of the categories of complaints received this year:



Out of the total number of complaints filed, 2 525 were received directly by the CBSC and 15 were transferred from the Canadian Radio-Television and Telecommunications Commission (CRTC).

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. Due to its limited resources, the CBSC stops accepting complaints at a certain point because only one complaint is required to trigger the complaints process. The CBSC posts a message to this effect on its website and then ceases to accept further complaints. The CBSC experienced a number of these “viral” complaints this year, with four cases resulting in over one hundred complaints.

Three of those viral complaints were related. In a television broadcast of *Hockey Night in Canada* on November 9, 2019, sports commentator Don Cherry made the comment “You people [...] that come here [...]. At least you could pay a couple of bucks for a poppy. [...] These guys paid the biggest price”. Complainants interpreted the remark to be an unfair implication and generalization that immigrants do not observe Remembrance Day or respect what that day represents. The CBSC received 184 complaints. Sportsnet acknowledged that the comments were discriminatory and did not reflect its values. Cherry was dismissed from his role as host of the “Coach’s Corner” segment. No complainants filed Ruling Requests, so the CBSC did not investigate the matter further.

The CBSC then received 115 complaints about Sportsnet’s decision to let Don Cherry go. Those complaints fell outside the CBSC’s jurisdiction. The CBSC is not involved in the day-to-day operations of any stations and has no say in their staffing decisions. The CBSC cannot dictate how broadcasters will ensure compliance with the broadcast codes; those decisions are at the discretion of the broadcasters. Regardless, the CBSC was never called upon to make a ruling on Cherry’s remarks.

This Don Cherry situation generated considerable public debate and was one of the topics discussed on the CTV talk show *The Social* on November 12, 2019. *The Social* features a panel of women who discuss current events and social trends. One of the panellists, Jessica Allen, shared her opinion that hockey was not the unifying element of Canadian culture that it is alleged to be because, in her experience, the

people who played hockey tended to be white boys who were bullies whose parents spent lots of money keeping them in arenas when they could have been travelling to expand their worldviews. In her opinion, Don Cherry was representative of this attitude and was a bigot and misogynist. The CBSC received 244 complaints about this commentary from people who felt that Allen had unjustly stereotyped white male hockey players and their families. CTV stated that the remarks had been a description of Allen's personal experience and had not generalized about all hockey players, but CTV did post an apology online. Of the 244 complaints, four people filed Ruling Requests asking the CBSC to investigate their complaints. The CBSC's review found that the comments did not breach any broadcast codes because Allen did not generalize about an entire racial or gender group; she limited her criticisms to certain hockey players. She was entitled to describe her personal experiences with hockey players, to suggest that money is better spent on things other than hockey, and to share her views of Don Cherry and the surrounding controversy. Broadcasters are fully entitled to air viewpoints that are controversial, provocative or unpopular. The four complainants who filed Ruling Requests were advised of the CBSC's determination by way of Summary Decisions, which were not made public as per the CBSC's normal process.

The fourth viral complaint was on an entirely unrelated topic. The CBSC received 105 complaints about a program on Tehlka, which is an internet-only radio service. The host of a Punjabi-language talk show criticized international students in relation to a situation whereby people were fundraising to send the body of a deceased person back to India. Listeners felt the comments were insensitive and unfair. The CBSC has no jurisdiction over internet content and there is currently no organization in Canada that regulates online-only platforms. The CBSC therefore closed all the files.

General Correspondence

The CBSC also receives correspondence that it does not categorize as "Complaints", but rather as "General Correspondence". This includes questions about the CBSC's process and codes, positive comments about particular stations or programs, and expressions of disagreement with CBSC decisions. The CBSC received a total of 58 pieces of General Correspondence in 2019-2020 which, when added to the Complaints filed, bring the total number of files opened in the year to 2 598.

Radio and Television Complaints

As mentioned above, the CBSC opened 2 540 complaint files, but 590 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 1 950 complaints. Of the 1 950 complaint files handled by the CBSC,

- 423 dealt with conventional radio programming;
- 2 dealt with satellite radio programming;
- 1 293 dealt with conventional or discretionary services television programming;
- 1 dealt with pay television programming;
- 22 dealt with general concerns about broadcasting; and
- 209 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).

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.

Region of Complaint							
Region	Conventional Radio	Satellite Radio	Television (Conventional & Discretionary)	Pay Television	N/D	N/A	Total
Atlantic	19	0	43	0	0	10	72
Quebec	105	0	81	0	3	14	203
Ontario	144	1	245	0	5	139	534
Prairie	71	0	232	0	3	11	317
BC	82	0	91	0	5	21	199
Discretionary Services	0	0	573	1	0	10	72
Public/Community	1	0	1	0	0	0	2
Foreign	0	0	3	0	0	1	4
Non-determined	1	1	24	0	6	8	40
TOTAL	423	2	1 293	1	22	209	1 950

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 1 950 complaint files handled by the CBSC,

- 1 499 complaints dealt with English-language programming;
- 159 dealt with French-language programming;
- 260 dealt with third-language programming;
- 9 complaints did not provide enough information to identify the language of the programming;
- 23 were about non-program-related broadcasting issues, so language was irrelevant.

Source of Program

Of the 1 950 complaint files handled by the CBSC,

- 1 667 complaints dealt with Canadian programming;
- 167 dealt with foreign programming;
- 87 did not provide enough information to determine the national origin of the programming;
- 29 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	270	1	1 137	1	13	77	1 499
French	86	0	67	0	2	4	159
Third Language	63	0	85	0	2	110	260
Non-determined ²	4	0	2	0	2	1	9
Not applicable ²	0	1	2	0	3	17	23
TOTAL	423	2	1 293	1	22	209	1 950

Source of Program

	Conventional Radio	Satellite Radio	Conventional & Discretionary TV	Pay TV	N/D ¹	N/A ¹	Total
Source							
Canadian	376	0	1 100	0	11	180	1 667
Foreign	34	1	124	1	0	7	167
Non-determined ²	13	0	59	0	9	6	87
Not applicable ²	0	1	10	0	2	16	29
TOTAL	423	2	1 293	1	22	209	1 950

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 2019-2020. This table provides a breakdown of only the 423 conventional radio and two satellite radio complaints actually handled by the CBSC.

Type of Program	# of Conventional Radio Complaints	# of Satellite Radio Complaints
Advertising	19	0
Comedy	4	0
Contests	4	0
Drama	0	0
Fantasy	0	0
Information	3	0
Infomercial	2	0
Informal Discourse	108	0
News and Public Affairs	74	0
Open Line/Talk Show	165	1
Promos	5	0
Public Service Announcement	0	0
Religious Program	0	0
Songs	25	0
Sports	8	0
Web Content	7	0
Undetermined	13	0
Non-applicable	4	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 1 293 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	32	0
Animation	9	0
Children's Programming	0	0
Comedy	13	0
Contests	6	0
Drama	21	0
Documentary	7	0
Fantasy / Science Fiction	6	0
Game Show	6	0
Infomercial	0	0
Informal Discourse	0	0
Information	20	1
Movie	32	1
Music Video / Song	4	0
News and Public Affairs	405	0
Open-Line/Talk Show	281	0
Promos	32	0
Public Service Announcement	0	0
Reality Programming	38	0
Religious	11	0
Sports	334	0
Station ID Logo	0	0
Variety	17	0
Web Content	16	0
Undetermined	34	0
Non-applicable	7	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 1 950 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	0		22		0	22
	Age Discrimination	4		5		0	9
	Bad Taste	2		7		0	9
	Bias/Unfair/Imbalanced Information	82		190		43	315
	Classification/Rating	0		6		0	6
	Coarse Language	30		50		2	82
	Conflict of Interest	5		5		0	10
	Contests – Dangerous	0		0		0	0
	Contests – Unfair	4		5		0	9
	Disability Discrimination	11		0		1	12
	Ethnic Discrimination	5		8		110	123
	Exploitation of Children	5		4		1	10
	Gender Discrimination	16		38		3	57
	Improper Comment/Content	99		141		11	251
	Inaccurate News/Info	53		125		26	204
	Journalistic Conduct	2		5		1	8
	Discrimination based on Nationality	10		9		6	25
	Other	12		43		27	82
	Privacy	9		25		2	36
	Program Selection/Quality	40		211		6	257
	Racial Discrimination	52		422		9	483
	Religious Discrimination	15		16		2	33
	Representation of Men	0		2		0	2
	Representation of Women	3		1		0	4
	Scheduling	33		71		1	105
	Sexual Content	32		54		4	90

Sexual Orientation - Discrimination	5		5		0	10		
Subliminal Content	1		0		1	2		
Treatment of Callers	8		0		0	8		
Violence	44		82		7	133		

Status of Complaints at Year-End

Of the 1 950 files handled by the CBSC, 1 086 were Code Relevant & Specific complaints. The remaining 864 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 1 086 Code Relevant & Specific complaints, 967 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Forty (40) complaints were resolved through the release of decisions of the Panels or the CBSC Secretariat. Sixty-nine (69) complaints had yet to complete the dialogue process with the broadcaster and 10 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 2019-2020

The CBSC issued four Panel Decisions and 53 Summary Decisions, for a total of 57 decisions in 2019-2020.

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, three were about television programming and one was about radio, with three about English-language programming and one about French-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	1	0	0	1
	Television	2	1	0	3
	Total	3	1	0	4

Overview of Panel Decisions

Violence in News

Three of the four decisions involved violence on television, two of which related to violent images in news reports. Those two news decisions were examined under the Canadian Association of Broadcasters' (CAB) *Violence Code*, in particular the provision relating to News and Public Affairs (Article 6.0). That provision requires broadcasters to use appropriate editorial judgment in the reporting and pictorial representation of violence, to use caution in the repetition of violent images, and to advise viewers in advance of showing violent images.

The first decision was *CFTO-DT (CTV Toronto) re CTV News at 6 report (Kingston stabbing)* (CBSC Decision 20.19/20-0064, November 27, 2019). The report, broadcast during the 6:00 pm newscast, was about a daytime stabbing in Kingston, Ontario. The anchor informed viewers that a man had stabbed several victims with a large knife at a particular intersection. One of the stabbing victims had since died, as had the suspect who had stabbed himself in the neck and been shot in the leg by police. Video footage of the incident, taken via a cell phone from a distance, was included. It showed two individuals struggling and falling to the ground. One man then made two stabbing motions into the side of the other. A police officer entered the frame and the suspect ran away with the officer in pursuit. There was no warning before airing the clip. A viewer complained that this was inappropriate. The station explained that both the airing of the video and the omission of a warning were errors and it took steps to ensure a similar event did not recur. The Panel concluded that the broadcaster did not provide adequate context before airing the disturbing video and should clearly have provided a viewer advisory before airing it. The CBSC found the broadcast in breach of Article 6.0 of the *CAB Violence Code*.

The second decision was *LCN re Le Québec matin (mistreated horse)* (CBSC Decision 20.19/20-1072, April 29, 2020), which involved a segment on a public affairs program broadcast at 9:23 am. The announcer reported on the case of a couple in Colorado who had been charged with animal cruelty after dragging their horse attached to the back of a truck. A short clip of the horse with its bridle tied to a truck and being dragged through the snow was shown three times before the announcer stated [translation] "I warn you, the images are not easy to watch." It was shown an additional eight and a half times while the two hosts described and discussed the incident. A viewer complained that his spouse had been traumatized by these images of brutality against an animal and that he did not need to see animal torture to understand what it is. LCN argued that it had provided a warning and the announcers had denounced the act. The Panel concluded that showing the clip was acceptable in order to illustrate the act. However, the Panel found a breach for the excessive repetition of the video clip which "provided neither new information nor a new perspective within the report." The Panel also found a breach because the clip had already been shown three times by the time the presenter gave her verbal warning and the images were sufficiently violent and disturbing to require advance warning to the audience. The segment also misidentified the location of the incident on screen as "Texas", but the presenter verbally stated the correct state as "Colorado". The Panel did not find a breach for inaccuracy under the *CAB Code of Ethics* or the Radio Television Digital News Association of Canada's (RTDNA) *Code of Journalistic Ethics* because the error was not significant and the correct location was given verbally.

Horror Movies & Video Game Programs

The third decision involving television violence did not involve news, but rather five feature films of the horror/thriller genre and three information programs about video games. These were all treated in one decision entitled *Super Channel Vault re Friday the 13th: Part VII – The New Blood, Saw 3D: The Final Chapter, Pet Sematary and Zero Dark Thirty, Super Channel Fuse re A Cure for Wellness and GINX eSports TV Canada re The First Hour, Squad and GINX Plays* (CBSC Decision 20.1920-0907, July 8, 2020). In addition to the violence contained in all of the broadcasts, the viewer also complained about the coarse language and sexuality contained in some of the programs.

The complaints were examined under the two codes relating to pay television because at the time of the broadcasts Super Channel was still licensed as a “pay television” service under CRTC definitions (it has since become a “discretionary television” service). Those two codes are called the *Industry Code of Programming Standards and Practices governing Pay, Pay-Per-View and Video-on-Demand Services* and *The Pay Television and Pay-Per-View Programming Code regarding Violence*. The first code sets out general rules for pay television channels, such as that they will not air programs which are “offensive to general community standards”, will provide appropriate classifications and viewer advisories, and will not broadcast mature material outside the hours of 9:00 pm to 6:00 am. The pay TV code regarding violence prohibits gratuitous violence, sets out rules about classifications and viewer advisories, and similarly limits violence intended for adult audiences to between 9:00 pm and 6:00 am.

Super Channel broadcast all of the movies and programs before 9:00 pm. Four of the movies – *Friday the 13th*, *Saw 3D*, *Pet Sematary* and *A Cure for Wellness* – were of the horror genre and contained frequent, graphic, and gory violence. The majority of the English-Language Panel concluded that the violence was not gratuitous or offensive to community standards such that it should not have been broadcast at all, but that the violence was clearly intended exclusively for adult audiences, so should not have been broadcast before 9:00 pm. *Zero Dark Thirty* was more of the thriller genre and did not contain any violence that would be considered intended exclusively for adult audiences. All five of the movies, however, contained the f-word which the CBSC has previously found should not air before 9:00 pm. The majority of the Panel thus found a breach for the broadcast of the f-word before that hour. *A Cure for Wellness* also contained a rape scene with sexual content which the majority of the Panel determined should not have aired before 9:00 pm.

The three video game programs all contained the f-word, which the majority of the Panel concluded should not have been aired prior to 9:00 pm. Two of the programs also contained scenes from some violent video games, but the majority of the Panel concluded that these were relevant to the programs’ themes and were not sufficiently graphic to limit their broadcast to after 9:00 pm only.

For some of the broadcasts, Super Channel did not provide official recordings of sufficient quality or completeness for the Panel to ascertain whether appropriate advisories and classifications were included. Super Channel was found in breach of

its responsibilities of participation in the CBSC for failure to provide adequate recordings for the Panel's review.

Editorializing in a News Report

In one decision this year, the CBSC dealt with a complaint about editorializing in a news report. The *CAB Code of Ethics* News clause (Clause 5) and the *RTDNA Code of Journalistic Ethics* Fairness provision (Article 2.0) state that news should be presented without bias, and that analysis and commentary must be kept distinct from news reports.

In *CFRB re news report (streaming services)* (CBSC Decision 20.19/20-1221, June 3, 2020), the CBSC dealt with a newscast in which the newsreader introduced an item about putting a tax on internet video streaming services with the statement, "The libraries of streaming services like Netflix, Disney+ could soon have more of a Canadian flavour that nobody watches or wants if the federal government gets its way." The rest of the report provided factual information about how much money Netflix had made from Canadian subscriptions and which provinces had already imposed tax on such services. A listener complained that this newsreader frequently inserts his own opinions into news. The broadcaster maintained that it was obvious that the announcer was editorializing. The English-Language Panel concluded that the newsreader clearly inserted editorial opinion with his statement "that nobody watches or wants". This should have been kept distinct from regular newscasts and clearly labelled, such as in a separate opinion segment that this announcer does later in the day. The Panel found a breach of the *CAB Code of Ethics* and the *RTDNA Code of Journalistic Ethics*.

Summary Decisions

The CBSC issued a total of 53 Summary Decisions this year. There were more Summary Decisions about radio programming than television programming, and more about English programming than French with two about programming broadcast in another language. The program genre that generated the most complaints resulting in Summary Decisions was talk shows. A breakdown of the language of the broadcasts that resulted in Summary Decisions follows.

Language and Medium of Broadcasts that Resulted in Summary Decisions

Language		English	French	Other	Total
Medium	Radio	23	8	1	32
	Television	17	3	1	21
	Total	40	11	2	53

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2019-2020 was biased, unfair or imbalanced content. Of all the Summary Decisions issued this year, 12 of them raised such issues, in the context of news, public affairs 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 2.0) 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. In the context of news and public affairs, reports are allowed to be critical of the actions and policies of governments or other organizations. Broadcasters are entitled to choose the angle of the stories they tell and they cannot be expected to cover all facts and facets of a topic in every single report. They also need not give equal time to all sides of a controversial issue; as long as multiple viewpoints are presented, a station's coverage of an issue will not be considered biased, imbalanced or unfair. The same principles apply to talk and open-line programs, where program participants are allowed to express their opinions and take a position on public debates.

The second most common category of complaint for Summary Decisions was racial discrimination with ten files and another three with the closely-related category of ethnic discrimination for a total of 13 dealing with those issues. The majority of these complaints involved talk shows or the talk segments between songs on music radio stations. Complaints about discrimination are examined under the Human Rights clauses of the *CAB Code of Ethics* and *Equitable Portrayal Code*, which prohibit abusive or unduly discriminatory content against identifiable groups. The *Equitable Portrayal Code* also contains provisions about specific types of negative portrayal, such as stereotyping and derogatory language. Criticisms of a subset of a group do not necessarily label all members of the whole group. Also, noting someone's race

or colour does not amount to abusive comment about all people with those characteristics. Context is important, since sometimes words or examples will be used in a discussion *about* racism or discrimination rather than being used to actually target someone. In addition, what matters is what was actually said on air, not what a program participant's reputation might be.

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

Issues Raised in Complaints that Resulted in Summary Decisions

Issues Raised in Complaints	Number of Complaints
Advisories	0
Bad Taste	0
Biased/Unfair/Imbalanced Information	12
Classification/Rating	0
Coarse Language	6
Conflict of Interest	1
Unfair Contest	0
Discrimination Based on Age	0
Discrimination Based on Disability	0
Discrimination Based on Ethnicity	3
Discrimination Based on Gender	3
Discrimination Based on Nationality	1
Discrimination Based on Race	10
Discrimination Based on Religion	4
Discrimination Based on Sexual Orientation	1
Exploitation of Children	1
General Improper Comments/Content	5
Inaccurate News or Information	6
Journalistic Conduct	0
Invasion of Privacy	1
Degrading Representation of Women	2
Degrading Representation of Men	0
Scheduling	4
Sexual Content	2
Subliminal Advertising	0
Treatment of Callers to Open-Line Programs	1
Violence	5
Other	1

*Since some complaints raised more than one issue, the total exceeds 53.

ADJUDICATORS

Below is a list of CBSC Adjudicators who served for some or all of fiscal 2019-2020. “Affiliation” refers to whether they represent the public or the broadcasting industry.

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	Public
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

Name	Affiliation
Marie Senécal Emond	Public
Jennifer Evans	Industry
Ethan Faber	Industry
Jon Festinger	Public
Richard French	Public
Marcy Galipeau	Public
Ken Geddes	Industry
Karen Gifford	Industry
Prem Gill	Public
Paul Gratton	Public
Wendy Gray	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	Public
Philippa (Pippa) Lawson	Public
Kurt Leavins	Industry
Andy LeBlanc	Public
Jean-François Leclerc	Industry
Gordon Leighton	Industry
Leesa Levinson	Public
Mason Loh	Public
Michel Lorrain	Industry
Bob MacEachern	Industry
Hudson Mack	Public
Susan Makela	Industry
Carol McDade	Industry
Randy McKeen	Industry
Jonathan Medline	Industry

Name	Affiliation
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
Jim Page	Public
Rey Pagtakhan	Public
Joan Pennefather	Public
Sherri Pierce	Industry
Louise Poirier	Public
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

Name	Affiliation
Ron Waksman	Industry
Toni-Marie Wiseman	Industry
Steve Young	Industry
Madeline Ziniak	Public

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

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

Ontario

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

Alberta

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

British Columbia

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

Northwest Territories

CJCD-FM

Yukon

CKRW-FM

Discretionary Television Services

ABC Spark	Book Television	CP24	Discovery Science
addikTV	Canal D	CPAC	Discovery Velocity
Adult Swim	Canal d/Investigation	Crave	Disney Channel (Canada)
AMI-télé	Canal Vie	Crime + Investigation	Disney Junior (Canada)
AMI-tv	Cartoon Network Canada	CTV Comedy Channel	Disney la chaîne
Animal Planet	Casa	CTV Drama Channel	Disney XD (Canada)
APTN	CHRGD	CTV Life Channel	DIY Canada
A.Side	Cinépop	CTV News Channel	DTOUR
ASN	CMT	CTV Sci-Fi Channel	E! Entertainment
BBC Canada	Cooking Channel	Daystar Canada	Elle Fictions
BBC Earth	Cosmopolitan TV	DéjàView	ESPN Classic Canada
BNN	Cottage Life	Discovery Channel	EuroWorld Sport
			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
 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
 Sportsman Channel Canada
 Sportsnet (East, West, Ontario, Pacific)
 Sportsnet 360
 Sportsnet One
 Sportsnet World
 Starz
 Stingray Country
 Stingray Hits!
 Stingray Loud
 Stingray Retro
 Stingray Vibe
 Super Channel Fuse
 Super Channel Heart & Home
 Super Channel Vault
 Super Écran
 Talentvision
 Telebimbi

Telelatino
 Télémagino
 Teleniños
 Teletoon
 Télétoon
 Travel + Escape
 Treehouse
 TSN (1, 2, 3, 4 & 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

[CFTO-DT \(CTV Toronto\) re CTV News at 6 report \(Kingston stabbing\)](#) (CBSC Decision 20.19/20-0064, November 27, 2019)

[LCN re *Le Québec matin* \(mistreated horse\)](#) (CBSC Decision 20.19/20-1072, April 29, 2020)

[CFRB re news report \(streaming services\)](#) (CBSC Decision 20.19/20-1221, June 3, 2020)

[Super Channel Vault re *Friday the 13th: Part VII – The New Blood*, *Saw 3D: The Final Chapter*, *Pet Sematary* and *Zero Dark Thirty* & Super Channel Fuse re *A Cure for Wellness* & GINX eSports TV Canada re *The First Hour*, *Squad* and *GINX Plays*](#) (CBSC Decision 20.19/20-0907, July 8, 2020)