



Canadian Broadcast Standards Council

Annual Report 2020/2021

For the fiscal year running from September 1, 2020 to August 31, 2021

TABLE OF CONTENTS

Chair's Message.....	2
Summary of Complaints 2020-2021	5
Decisions Released 2020-2021	14
Adjudicators.....	22
CBSC Broadcaster Associates	26
Appendix.....	31

CHAIR'S MESSAGE

It is my pleasure to present our Annual Report for the fiscal year 2020-2021. This is my fourth year as Chair of the CBSC and with the continuation of the global pandemic and the many challenges it presented, the CBSC personnel were able to successfully recalibrate their working environments and practices for another entire fiscal year. I am happy to report that in this challenging environment, the CBSC was able to treat, without any exception, all files within four months following the receipt of a Ruling Request, a first for the organization.

This year we decided to refresh the cover page of the CBSC's Annual Report. A new design has been chosen which will be used not only this year but for future reports published by the CBSC.

In May of 2020, the CBSC's website was completely disrupted as a result of a cyber attack. Given that both the main website and our back-up were compromised and no longer functional, a complete rebuild of the website from scratch on a new platform was required. The rebuilt CBSC website has been robust during this fiscal up and until August 30, 2021 when the website was down for the better part of a day. The website was restored fairly quickly and the disruption was as a result of a third party dispute and not a full fledged cyber attack. The new website allows the CBSC to track how it is used. For example, since the relaunch of the CBSC's website in 2020, the homepage has been visited 176 804 times; the "make a complaint" page has been visited 46 566 times; the media releases page has been visited 11 156; and, the individual media release pages have been viewed 188 693 times; the decisions page has been visited 16 156 times; and 596 493 individual decision pages have been viewed. These statistics clearly demonstrate that the CBSC website is relevant and meeting the expectations of its users.

The CBSC's policy on viral complaints where 100 or more complaints are received in connection with the same matter was utilized once during this fiscal in connection with a segment of a panel talk show called *The Social* where a panel of four individuals discussed the question "Is the French language in danger of becoming extinct?" The policy remains an essential tool in ensuring that our goal of treating files within four months following the receipt of a Ruling Request is met.

During this fiscal, the CBSC Secretariat has continued its diligent work on its main project which is to complete the process of ensuring the incorporation of the webform with the CBSC database in order to achieve full integration. This work is in its third and final phase and will be completed in the coming months. The completion of this work will provide the CBSC Secretariat with the tools needed to process complaints and prepare the Annual Report with far more operational efficiency.

The CBSC's work in relation to the Canadian NER Evaluation Guidelines website has been restricted this fiscal to ensuring the integrity of the website and updating information related to the addition of new NER evaluators.

The CBSC's primary goal is to assist in resolving complaints by opening a constructive dialogue between the public and the broadcaster associates and, when necessary, assist through adjudication. The CBSC always strives to be as helpful as possible in the complaints process. 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 and all of the operational needs of the organization 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 2020-2021

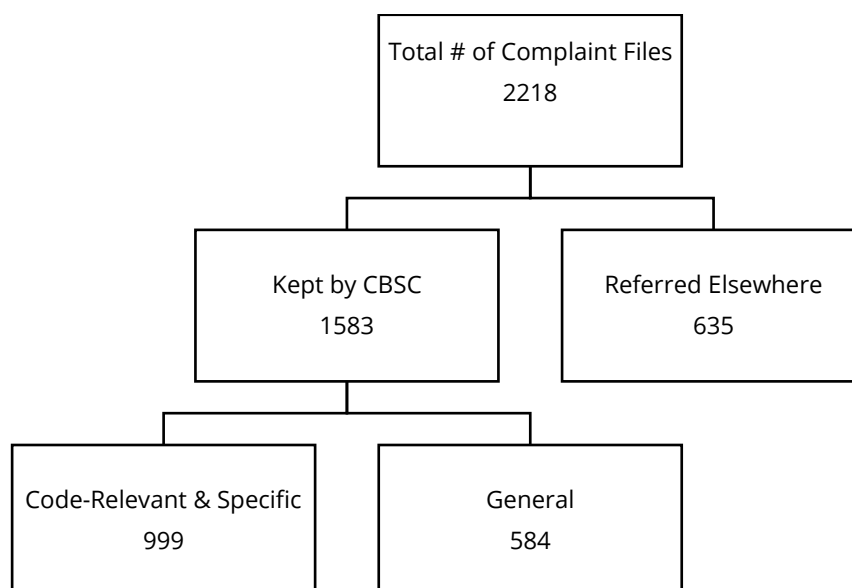
Overview of Correspondence Received

Complaints

In the 2020-2021 fiscal year, the CBSC opened a total of 2 218 complaint files. Of that total, 1 583 fell within the purview of the CBSC's mandate; the remaining 635 were related to either broadcasters or issues that fell under the jurisdiction of other organizations.

Nine hundred and ninety-nine (999) complaints out of the 1 583 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 584 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, 2 184 were received directly by the CBSC, 29 were transferred from the Canadian Radio-Television and Telecommunications Commission (CRTC) and five from the Canadian Association of Broadcasters.

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 one large viral complaint this year. It was with regards to a segment of a panel talk show called *The Social*. A panel of four individuals discussed the question “Is the French language in danger of becoming extinct?” The panellists raised Quebecers’ attitudes towards people whose cultural roots were outside the province, and they shared their personal experiences. One hundred and five (105) viewers complained that the program discriminated against Quebecers and should have presented a francophone Quebecer’s perspective to serve as balance. At the end of this fiscal year, those complaints were awaiting a broadcaster response.

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 46 pieces of General Correspondence in 2020-2021 which, when added to the Complaints filed, bring the total number of files opened in the year to 2 264.

Radio and Television Complaints

As mentioned above, the CBSC opened 2 218 complaint files, but 635 of those were referred to other organizations better suited to deal with them. The CBSC,

therefore, actually handled 1 583 complaints. Of the 1 583 complaint files handled by the CBSC,

- 564 dealt with conventional radio programming;
- 0 dealt with satellite radio programming;
- 917 dealt with conventional or discretionary services television programming¹;
- 13 dealt with general concerns about broadcasting; and
- 89 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.

¹ The licence category of "pay television" no longer exists because the CRTC merged the categories of "pay" and "specialty" into "discretionary".

Region	Conventional Radio	Satellite Radio	Television (Conventional & Discretionary)	N/D	N/A	Total
Atlantic	16	0	25	1	5	47
Quebec	203	0	241	5	12	461
Ontario	126	0	208	2	22	358
Prairie	155	0	91	1	22	269
BC	60	0	62	2	17	141
Discretionary Services	0	0	265	0	6	271
Non-determined	4	0	25	2	5	36
TOTAL	564	0	917	13	89	1583

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 1 583 complaint files handled by the CBSC,

- 1 212 complaints dealt with English-language programming;
- 321 dealt with French-language programming;
- 27 dealt with third-language programming;
- 15 complaints did not provide enough information to identify the language of the programming;
- 8 were about non-program-related broadcasting issues, so language was irrelevant.

Source of Program

Of the 1 583 complaint files handled by the CBSC,

- 1 327 complaints dealt with Canadian programming;
- 170 dealt with foreign programming;

- 76 did not provide enough information to determine the national origin of the programming;
- 10 were about non-program-related broadcasting issues, so source was irrelevant.

Language of Program

	Conventional Radio	Satellite Radio	Conventional & Discretionary TV	N/D ¹	N/A ¹	Total
Language						
English	358	0	771	6	71	1212
French	182	0	128	3	8	321
Third Language	21	0	4	0	2	27
Non-determined ²	2	0	7	4	2	15
Not applicable ²	1	0	1	0	6	8
TOTAL	564	0	917	13	89	1583

Source of Program

	Conventional Radio	Satellite Radio	Conventional & Discretionary TV	N/D ¹	N/A ¹	Total
Source						
Canadian	526	0	730	7	64	1327
Foreign	25	0	129	0	16	170
Non-determined ²	12	0	55	5	4	76
Not applicable ²	1	0	3	1	5	10
TOTAL	564	0	917	13	89	1583

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 2020-2021. This table provides a breakdown of only the 564 conventional radio and zero satellite radio complaints actually handled by the CBSC.

Type of Program	Conventional Radio #	Satellite Radio #
Advertising	9	0
Comedy	7	0
Contests	13	0
Drama	0	0
Fantasy	0	0
Information	1	0
Infomercial	0	0
Informal Discourse	164	0
News and Public Affairs	37	0
Open Line/Talk Show	264	0
Promos	7	0
Public Service Announcement	3	0
Religious Program	0	0
Songs	34	0
Sports	3	0
Web Content	5	0
Undetermined	16	0
Non-applicable	6	0

Type of Program – Television

As explained in the immediately preceding section, the CBSC classifies the type of programming of its complaints in a non-exclusive manner. The reader should refer to that explanation to understand the numbers provided in the table below. This table provides a breakdown of only the 917 conventional and discretionary television complaints actually handled by the CBSC.

Type of Program	# of Conventional & Discretionary Television Complaints
Advertising	53
Animation	9
Children's Programming	2
Comedy	39
Contests	0
Drama	33
Documentary	9
Fantasy / Science Fiction	3
Game Show	3
Infomercial	2
Informal Discourse	0
Information	10
Movie	23
Music Video / Song	8
News and Public Affairs	446
Open-Line/Talk Show	138
Promos	18
Public Service Announcement	3
Reality Programming	28
Religious	13
Sports	69
Station ID Logo	0
Variety	6
Web Content	13
Undetermined	36
Non-applicable	5

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 1 583 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). Conventional and discretionary television complaints are all combined under the heading “Television”. Unlike the above Radio Programs table, both conventional and satellite radio complaints are combined under the heading “Radio”.

Keywords	Radio #	Television #	Non-Determined or Not Applicable #	Total #
Advisories	2	22	0	24
Age Discrimination	2	0	0	2
Bad Taste	1	0	0	1
Biased/Unfair/Imbalanced Information	63	189	20	272
Classification/Rating	0	7	0	7
Coarse Language	31	42	2	75
Conflict of Interest	0	7	3	10
Contests – Dangerous	0	0	0	0
Contests – Unfair	14	0	0	14
Disability Discrimination	20	4	2	26
Ethnic Discrimination	25	10	1	36
Exploitation of Children	1	6	14	21
Gender Discrimination	124	13	0	137
Improper Comment/Content	186	59	14	259
Inaccurate News/Info	166	223	26	415
Journalistic Conduct	0	47	0	47
Discrimination based on Nationality	11	119	1	131
Other	19	89	13	121
Privacy	10	21	8	39
Program Selection/Quality	18	86	7	111
Racial Discrimination	32	58	7	97
Religious Discrimination	7	18	0	25
Representation of Men	0	2	0	2
Representation of Women	1	8	0	9
Scheduling	19	52	0	71
Sexual Content	20	40	1	61
Sexual Orientation – Discrimination	78	19	0	97
Subliminal Content	0	0	0	0
Treatment of Callers	9	0	0	9
Violence	19	89	3	111

Status of Complaints at Year-End

Of the 1 583 files handled by the CBSC, 999 were Code Relevant & Specific complaints. The remaining 584 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 999 Code Relevant & Specific complaints, 730 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Ninety-two (92) complaints were resolved through the release of decisions of the Panels or the CBSC Secretariat. One hundred fifty-seven (157) complaints had yet to complete the dialogue process with the broadcaster and 20 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 2020-2021

The CBSC issued six Panel Decisions and 93 Summary Decisions, for a total of 99 decisions in 2020-2021.

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

All six Panel Decisions this year were about television programming with none about radio programming. Four were about English-language programming and two 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	0	0	0	0
	Television	4	2	0	6
	Total	4	2	0	6

Overview of Panel Decisions

Conflict of Interest

One decision this year dealt with the issue of conflict of interest in a news broadcast, *CFTO-DT (CTV Toronto) re CTV News at 6 report (Canada's Drag Race)* (CBSC Decision 20.1920-2210, November 18, 2020). A report during a newscast profiled a candidate of the reality competition program *Canada's Drag Race* which was available on the Crave video streaming service. A viewer complained that the news report was effectively a promotion for the show, so it should have mentioned that both CTV and Crave are both owned by Bell Media. The English-Language Panel examined the complaint under the News provision of the Canadian Association of Broadcasters' (CAB) *Code of Ethics* and the Radio Television Digital News Association of Canada's (RTDNA) *Code of Journalistic Ethics*. The Panel accepted CTV's contention that the report had not been influenced by its parent company and therefore found no breach of the *CAB Code of Ethics* News provision. The Panel did, however, conclude that CTV should have informed viewers that it and Crave are both owned by Bell Media and should have modified the language of the report's introduction to appear less like a promotion under Articles 2.2 and 4.0 of the *RTDNA Code of Journalistic Ethics*.

Accuracy of News

Another decision about news programming, *CJOH-DT (CTV Ottawa) re a report on CTV National News (Woodward's Trump tapes)* (CBSC Decision 20.2021-0062, January 27, 2021), dealt with accuracy and bias. The report was about recordings of an interview with United States President Donald Trump conducted by journalist Bob Woodward in which Trump admitted that he downplayed the severity of the COVID-19 virus because he did not want the American population to panic. The report

stated that Trump had called the pandemic a “hoax”. A viewer complained that Trump had never called the virus itself a hoax; rather what he had characterized as a hoax was the Democrats’ efforts to politicize Trump’s approach to the pandemic in 2020. The viewer also suggested that CTV consistently demonstrated disdain for Trump. CTV acknowledged that the “hoax” comment had been taken out of context, but felt that it did not affect the main message of the report. CTV also emphasized that it did not demonstrate any pattern of disdain for the American president. The majority of the English-Language Panel concluded that the mischaracterization of what Trump had actually called a “hoax” was a material inaccuracy that constituted a breach of Clause 5 of the *CAB Code of Ethics* and Article 1.0 of the *RTDNA Code of Journalistic Ethics*, but one adjudicator dissented. The Panel unanimously concluded, however, that the report did not demonstrate unfairness or bias towards Trump under Clause 5 of the *CAB Code of Ethics* or Article 2.0 of the *RTDNA Code of Journalistic Ethics*.

Live Coverage of Dangerous Incidents

The third news-related decision this year was *LCN re coverage of an alleged hostage taking* (CBSC Decision 20.2021-0488+, May 19, 2021). There was an incident where police received a report about an alleged hostage-taking at an office building in Montreal. The police tactical unit was deployed to investigate. A 24-hour news channel provided live coverage of the event. LCN gave the building’s precise address and filmed aerial scenes from the station’s helicopter of a rooftop terrace where people had barricaded themselves. The news anchors commented that the people on the roof appeared calm and safe. At one point, a journalist opened an ambulance door and attempted to interview a paramedic but was refused. Journalists on the scene tried to interview bystanders. One employee told a journalist that his co-workers were in a meeting room in the building and in another exchange between two of the journalists, there was speculation on whether these individuals might be on the fifth floor. A journalist also announced that the company’s daycare was inside the security perimeter and parents were being advised not to come to the centre. The situation was eventually revealed to be a hoax. The CBSC received numerous complaints which suggested that the broadcast had put people’s lives in danger by showing the roof and giving other details about the locations where people were barricaded inside the building. Some also complained about the journalists’ aggressive behaviour in trying to

gather information, especially the fact that one of them had opened the door of an ambulance. The French-Language Panel examined the different elements of the broadcast and came to different conclusions on each with some dissenting views, but ultimately found a breach of Article 5.0 of the RTDNA Code which requires sensitivity and restraint when reporting on potentially dangerous situations.

Inappropriate Sports Reference

A sports commentator's remarks were at issue in *Sportsnet West re 2020 Stanley Cup Playoffs Game 7* (CBSC Decision 20.2021-0044, February 17, 2021). During a break in play, two commentators were discussing the game and one said, "when a team you're playing is flat, that's when you gotta put a boot on their throat and put your full body weight on it." Four months prior to this game, in May 2020, a Black man in Minnesota named George Floyd had died after a White police officer pressed his knee to the man's neck for a reported eight minutes during an arrest. The incident received much media coverage and led to demonstrations around the world protesting racial injustice. A viewer complained that the comment promoted hate and violence because it indirectly referenced Floyd's death. The English-Language Panel concluded that the comment did not breach the Violence against Specific Groups article of the *CAB Violence Code* or the Human Rights clauses of the *CAB Code of Ethics* or *Equitable Portrayal Code* because the commentator did not specifically discuss the George Floyd case and there was no actual mention at all of race or colour. The Panel unanimously concluded, however, that the boot metaphor did promote violence contrary to Article 1.1 of the *CAB Violence Code*. A majority of the Panel, with three dissenters, also felt that it promoted violence in sports contrary to Article 10.0 of the *Violence Code*.

Scheduling of Adult Material

Two decisions in 2020-2021 dealt with the scheduling of adult material.

The first was *Starz 1 re High Fidelity, Ramy & The Right Kind of Wrong and Starz 2 re The Hangover & Bridesmaids* (CBSC Decision 20.2021-0745, June 16, 2021) in which the English-Language Panel dealt with two dramatic comedy programs and three feature films. All of the broadcasts were aired before the 9:00 pm Watershed hour. A viewer complained that they contained coarse language, sexual material and

violence, and that some of them should have been rated higher than 14+. The English-Language Panel agreed that the presence of the f-word in all of the broadcasts meant they should not have aired before 9:00 pm under the Television clause of the *CAB Code of Ethics*. *Ramy*, *The Right Kind of Wrong* and *The Hangover* also contained sexually explicit material intended for adult audiences and therefore should have aired after 9:00 pm for that reason as well. While the episode of *Ramy* came close to the 18+ line for its mature themes, the Panel accepted that all of the broadcasts were appropriately rated 14+ because that classification allows for intense violence, scenes of nudity and sexual activity, and frequent use of coarse language. The only broadcast that contained any violence was *The Hangover*, which the Panel deemed to be sufficiently mild that it did not require a post-9:00 pm time slot, but the violence should have been mentioned in the viewer advisory, as required by the *CAB Violence Code*. The advisories for *Ramy*, *The Right Kind of Wrong*, *Bridesmaids* and *The Hangover* failed to mention sexual content, an omission which the Panel found in violation of the Viewer Advisory provision of the *CAB Code of Ethics*.

The second decision was *CFJP-DT (Noovo Montréal) re Mon ex à moi ("Père recherché")* (CBSC Decision 20.2021-1124, August 4, 2021) which was about an episode of a dramatic series. The series followed the love lives of a group of young adults. This episode contained numerous scenes of sexual conversations and activity, including a couple engaged in various sexual acts as they researched female ejaculation. The episode aired at 7:30 pm with a viewer advisory that warned only of "mature themes". The French-Language Panel concluded that the episode should have aired after 9:00 pm under the Television scheduling provision of the *CAB Code of Ethics* and should have included a more detailed advisory under the Viewer Advisory provision of that code. The Panel also found that the episode should have been rated 16+ and the classification icon should have appeared on screen for 15-16 seconds as required by the Classification article of the *CAB Violence Code*.

Summary Decisions

The CBSC issued a total of 93 Summary Decisions this year. There were twice as many Summary Decisions about television programming than radio programming. There were considerably more about English programming than French, with two about programming broadcast in another language. The program genre that

generated the vast majority of complaints resulting in Summary Decisions was news. 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	25	5	1	31
	Television	57	4	1	62
	Total	82	9	2	93

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2020-2021 was inaccurate news or information. Of all the Summary Decisions issued this year, 31 of them raised such issues, in the context of news, public affairs or talk shows. There were also 27 complaints that raised the issue of biased, unfair or imbalanced information, either in addition to or instead of inaccuracy. The CBSC examines such complaints under the News clause (Clause 5) of the *CAB Code of Ethics* and the Accuracy and/or Fairness clauses of the *RTDNA Code of Journalistic Ethics*, all of which require news to be presented accurately, fairly and without bias. In the context of talk shows, sometimes the Proper Presentation clause (Clause 6) of the *CAB Code of Ethics* is also relevant. Broadcasters are entitled to choose which stories to tell and which angles to cover within those stories. They also cannot be expected to cover all facts and facets of a topic in every single report about it. While some viewers may have preferred a different presentation of the issue, this does not render the reports inaccurate. Broadcasters are not required to give precisely 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 it is expected that program participants will express their opinions and take a position on public debates. Sometimes these opinions are unpopular, controversial, provocative or even outlandish. Nevertheless, those viewpoints are allowed to be broadcast.

Another category of complaint that resulted in numerous Summary Decisions was racial/ethnic/national discrimination. There were a total of 26 that raised this issue,

with the majority of those involving news or talk programming. 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. Simple visuals that reference a particular region do not necessarily amount to discrimination about the people who inhabit that region. Discussions about or references to racial issues also do not necessarily constitute abusive or unduly discriminatory comments about identifiable groups. Certain expressions, while impolite, might not rise to the level of abusive commentary. In the context of fictional programming, characters or themes may involve racial/ethnic tensions, but this does not violate the codes within that context.

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	2
Bad Taste	0
Biased/Unfair/Imbalanced Information	27
Classification/Rating	0
Coarse Language	4
Conflict of Interest	0
Unfair Contest	0
Discrimination Based on Age	0
Discrimination Based on Disability	0
Discrimination Based on Ethnicity	5
Discrimination Based on Gender	3
Discrimination Based on Nationality	4
Discrimination Based on Race	17
Discrimination Based on Religion	5
Discrimination Based on Sexual Orientation	0
Exploitation of Children	0
General Improper Comments/Content	14
Inaccurate News or Information	31
Journalistic Conduct	1
Invasion of Privacy	1
Degrading Representation of Women	1
Degrading Representation of Men	0
Scheduling	5
Sexual Content	3
Subliminal Advertising/Content	0
Treatment of Callers to Open-Line Programs	0
Violence	9
Other	0

*Since some complaints raised more than one issue, the total exceeds 93.

ADJUDICATORS

Below is a list of CBSC Adjudicators who served for some or all of fiscal 2020-2021. “Affiliation” refers to whether they represent the public or the broadcasting industry.

Name	Affiliation
Bram Abramson	Public
Hiroko Ainsworth	Public
William Allen	Public
Doug Anderson	Industry
Dave Barry	Industry
Charlotte Bell	Public
Mélanie Bissonnette	Public
Geneviève Bonin	Public
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
Pierre Martineau	Industry
June McCabe	Public
Carol McDade	Industry

Name	Affiliation
Randy McKeen	Industry
Jonathan Medline	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
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
Murray Sherriffs	Industry
Eleanor Shia	Public
Cindy Simard	Industry
Steve Simard	Industry
Stephen B. Simpson	Public
Diane Sokolyk	Public
Glenda Spenrath	Industry

Name	Affiliation
Les Staff	Industry
Stefan Stanczykowski	Industry
Kalyn Steel	Industry
Eric Thomas	Public
Jamie Tiessen	Industry
Lea Todd	Industry
Ilon Tyan	Industry
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
---------	---------	---------

Nova Scotia

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

CKGS-FM	CKMF-FM	CKOD-FM	CKOY-FM	CKVM-FM	CKYQ-FM
CKLD-FM	CKMI-DT	CKOF-FM	CKRT-DT	CKXO-FM	
CKLX-FM	CKOB-FM	CKOI-FM	CKTF-FM	CKYK-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	CJGX	CJVR-FM	CKOM
CFMC-FM	CHAB	CILG-FM	CJHD-FM	CJWW	CKRC-FM
CFMM-FM	CHBD-FM	CIMG-FM	CJME	CJYM	CKRM
CFQC-DT	CHBO-FM	CIPA-TV	CJMK-FM	CKBI	CKSE-FM
CFRE-DT	CHMX-FM	CITJ-FM	CJNB	CKBL-FM	CKSW
CFSK-DT	CHQX-FM	CIZL-FM	CJNE-FM	CKCK-FM	CKVX-FM
CFSL	CHSN-FM	CJAW-FM	CJNS-FM	CKCK-DT	
CFWD-FM	CHWY-FM	CJCQ-FM	CJSL	CKFI-FM	
CFWF-FM	CIAT-FM	CJDJ-FM	CJSN	CKJH	

Alberta

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

British Columbia

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

Northwest Territories

CJCD-FM

Yukon

CKRW-FM

Discretionary Television Services

ABC Spark	BBC First (Canada)	CP24	Discovery Science
addikTV	BNN Bloomberg	CPAC	Discovery Velocity
Adult Swim	Book Television	Crave	Disney Channel (Canada)
Afroglobal	Canal D	Crime + Investigation	Disney Junior (Canada)
AMI-télé	Canal d/Investigation	CTV Comedy Channel	Disney la chaîne
AMI-tv	Canal Vie	CTV Drama Channel	Disney XD (Canada)
Animal Planet	Cartoon Network Canada	CTV Life Channel	DIY Canada
APTN	Casa	CTV News Channel	DTOUR
A.Side	CHRGD	CTV Sci-Fi Channel	E! Entertainment
ASN	Cinépop	Daystar Canada	Elle Fictions
BBC Canada	CMT	DéjàView	ESPN Classic Canada
BBC Earth (Canada)	Cooking Channel	Discovery Channel	EuroWorld Sport
	Cottage Life		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)
Historia
History
Hollywood Suite 70s Movies
Hollywood Suite 80s Movies
Hollywood Suite 90s Movies
Hollywood Suite 2000s Movies
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 (1 & 2)
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
Water Television Network
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 \(Canada's Drag Race\)](#) (CBSC Decision 20.1920-2210, November 18, 2020)

[CJOH-DT \(CTV Ottawa\) re a report on CTV National News \(Woodward's Trump tapes\)](#) (CBSC Decision 20.2021-0062, January 27, 2021)

[Sportsnet West re 2020 Stanley Cup Playoffs Game 7](#) (CBSC Decision 20.2021-0044, February 17, 2021)

[LCN re coverage of an alleged hostage taking](#) (CBSC Decision 20.2021-0488+, May 19, 2021)

[Starz 1 re High Fidelity, Ramy & The Right Kind of Wrong and Starz 2 re The Hangover & Bridesmaids](#) (CBSC Decision 20.2021-0745, June 16, 2021)

[CFJP-DT \(Noovo Montréal\) re Mon ex à moi \("Père recherché"\)](#) (CBSC Decision 20.2021-1124, August 4, 2021)