



Annual Report 2021/2022

For the fiscal year running from September 1, 2021 to August 31, 2022

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CHAIR'S MESSAGE

It is my pleasure to present our Annual Report for the fiscal year 2021-2022. This is my fifth year as Chair of the CBSC and in this past year we continued to face the challenges presented with the continuation of the global pandemic. In addition, the CBSC personnel had to deal with the massive disruptions caused in downtown Ottawa in January and February 2022 by the truckers Freedom Convoy. Access to our offices was limited and the stresses caused by the constant honking of horns and other disruptive conduct represented a significant impediment to our work practices within the CBSC offices.

Notwithstanding these challenges, the CBSC's personnel successfully carried on their work duties through the recalibration of their working environments and practices. I am happy to report that in this challenging environment, the CBSC was able for the second year in a row to treat, without exception, all files within four months following the receipt of a Ruling Request. In the circumstances, an important achievement for the organization.

Moreover, in the past couple of years the CBSC Secretariat staff has been subjected to disruptive and sometimes abusive and threatening conduct from certain complainants, either on the telephone or when completing webforms to lodge a complaint. This type of conduct was apparent when dealing with complaints regarding the media coverage of the truckers' Freedom Convoy in Ottawa. The abusive language and threatening conduct towards CBSC personnel could no longer be tolerated. As result, the CBSC instituted its first "Zero Tolerance Policy". This policy was posted to the website and when completing the webform on the CBSC's website a complainant must agree to adhere to this policy when lodging a complaint.

The CBSC's policy on viral complaints where more than 100 complaints are received in connection with the same matter was utilized twice in the last fiscal period. Details on these viral complaints are provided in the section entitled "Overview of Correspondence Received". 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 achieved.

The CBSC concluded in this fiscal period its main project which was to complete the process of ensuring the incorporation of the webform with the CBSC database in order to achieve full integration. The completion of this work, which was highly complex and detailed, was completed over a 2 year period. This full integration is an important tool that allows CBSC personnel to better process complaints and prepare the Annual Report with far greater operational efficiency. The CBSC personnel deserve much recognition for their excellent and diligent work on this massive project.

The CBSC's website, which was rebuilt in May 2020, continues to be robust. The website now allows us to track how it is used. Our homepage is widely used and results in a wide use of our Make a Complaint page and other sections such as media releases and decision pages. The use of the CBSC website clearly demonstrates that the website is relevant and meeting the expectation of its users.

The CBSC's work in relation to the Canadian NER Evaluation Guidelines website was limited in this fiscal to ensuring the integrity of the website and updating as required information related to the addition of new NER evaluators and responding to requests for information from the CRTC.

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 fulfill 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 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 the 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 2021-2022

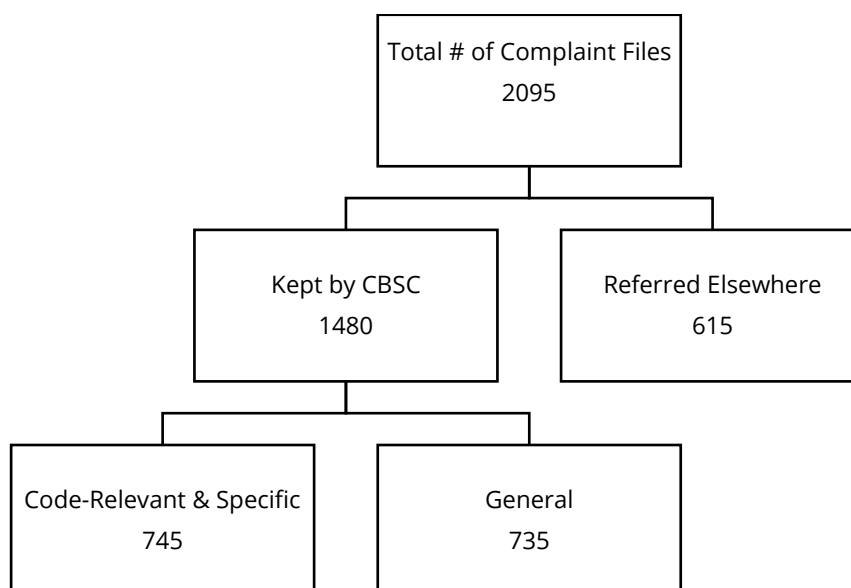
Overview of Correspondence Received

Complaints

In the 2021-2022 fiscal year, the CBSC opened a total of 2 095 complaint files. Of that total, 1 480 fell within the purview of the CBSC's mandate; the remaining 615 were related to either broadcasters or issues that fell under the jurisdiction of other organizations.

Seven hundred and forty-five (745) complaints out of the 1 480 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 735 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:



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 two such situations this year.

The first involved an episode of the talk show *La semaine des 4 Julie*. In one segment, the host asked two children, one in grade 2 and one in grade 6, their opinions on COVID-19 pandemic rules. The children stated that people who refused to get vaccinated against the illness should be subject to strict penalties, including police enforcement. The CBSC received 109 complaints about this broadcast from viewers who felt that children should not be used to incite hatred towards people who did not want to get vaccinated and to spread “disinformation” about COVID-19. Two of the complainants requested that the CBSC investigate the broadcast. The CBSC deemed that panel adjudication was not necessary because programs were allowed to present a variety of opinions, even controversial ones, related to the pandemic. The fact that the viewpoints were voiced by children did not change this assessment.

The second involved news coverage of the Freedom Convoy trucker protest that occurred from January to February 2022. A convoy of trucks travelled from British Columbia to Ottawa, Ontario, gathering participants along the way, in order to protest COVID-19 pandemic mandates and restrictions. The CBSC received at least 140 complaints about early reports of the convoy which described the participants as “unvaccinated truckers”. Complainants stated that this characterization was inaccurate. Many of these complaints were about online print articles and/or CBC’s coverage, both of which do not fall under the CBSC’s jurisdiction. The CBSC also received numerous complaints about news coverage throughout the course of the protest, alleging that news reports were biased, inaccurate and unfair with regards to the protesters. In its review of the specific segments identified by complainants, the CBSC found that any information was technically accurate, both sides were presented, and commentators are allowed to share their viewpoints on the issues. No complaints required panel adjudication.

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 43 pieces of General Correspondence in 2021-2022 which, when added to the Complaints filed, bring the total number of files opened in the year to 2 138.

Radio and Television Complaints

As mentioned above, the CBSC opened 2 095 complaint files, but 615 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 1 480 complaints. Of the 1 480 complaint files handled by the CBSC,

- 375 dealt with conventional radio programming;
- 2 dealt with satellite radio programming;
- 919 dealt with conventional or discretionary services television programming;
- 29 dealt with general concerns about broadcasting; and
- 155 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 discretionary television services which are categorized as discretionary services (French-language 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	Conventional Radio	Satellite Radio	Television (Conventional & Discretionary)	N/D	N/A	Total
Atlantic	1	1	34	0	6	42
Quebec	80	0	242	2	14	338
Ontario	177	0	191	8	48	424
Prairie	54	0	156	8	58	276
BC	61	1	72	3	20	157
Discretionary Services	0	0	204	0	6	210
Non-determined	2	0	20	8	3	33
TOTAL	375	2	919	29	155	1480

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 1 480 complaint files handled by the CBSC,

- 1 030 complaints dealt with English-language programming;
- 296 dealt with French-language programming;
- 114 dealt with third-language programming;
- 18 complaints did not provide enough information to identify the language of the programming;
- 22 were about non-program-related broadcasting issues, so language was irrelevant.

Source of Program

Of the 1 480 complaint files handled by the CBSC,

- 1 272 complaints dealt with Canadian programming;
- 107 dealt with foreign programming;
- 77 did not provide enough information to determine the national origin of the programming;
- 24 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	204	2	678	23	123	1030
French	62	0	226	1	7	296
Third Language	106	0	6	0	2	114
Non-determined ²	3	0	6	5	4	18
Not applicable ²	0	0	3	0	19	22
TOTAL	375	2	919	29	155	1480

Source of Program

	Conventional Radio	Satellite Radio	Conventional & Discretionary TV	N/D ¹	N/A ¹	Total
Source						
Canadian	355	1	773	17	126	1272
Foreign	10	0	91	0	6	107
Non-determined ²	9	1	50	12	5	77
Not applicable ²	1	0	5	0	18	24
TOTAL	375	2	919	29	155	1480

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 2021-2022. This table provides a breakdown of only the 375 conventional radio and 2 satellite radio complaints actually handled by the CBSC.

Type of Program	Conventional Radio #	Satellite Radio #
Advertising	7	0
Comedy	4	1
Contests	7	0
Drama	0	0
Fantasy	0	0
Information	3	0
Infomercial	0	0
Informal Discourse	75	0
News and Public Affairs	39	0
Open Line/Talk Show	196	0
Promos	3	0
Public Service Announcement	0	0
Religious Program	0	0
Songs	16	0
Sports	14	0
Web Content	2	0
Undetermined	21	0
Non-applicable	1	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 919 conventional and discretionary television complaints actually handled by the CBSC.

Type of Program	# of Conventional & Discretionary Television Complaints
Advertising	56
Animation	4
Children's Programming	5
Comedy	36
Contests	1
Drama	21
Documentary	12
Fantasy / Science Fiction	2
Game Show	1
Infomercial	0
Informal Discourse	0
Information	5
Movie	19
Music Video / Song	2
News and Public Affairs	471
Open-Line/Talk Show	139
Promos	34
Public Service Announcement	0
Reality Programming	29
Religious	15
Sports	61
Station ID Logo	0
Variety	8
Web Content	7
Undetermined	33
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 1 480 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	1	12	0	13
Age Discrimination	1	20	1	22
Bad Taste	0	0	0	0
Biased/Unfair/Imbalanced Information	66	216	52	334
Classification/Rating	0	9	0	9
Coarse Language	32	36	3	71
Conflict of Interest	26	5	0	31
Contests – Dangerous	0	0	0	0
Contests – Unfair	7	0	0	7
Disability Discrimination	5	6	2	13
Ethnic Discrimination	4	2	0	6
Exploitation of Children	4	105	2	111
Gender Discrimination	25	24	1	50
Improper Comment/Content	105	195	32	332
Inaccurate News/Info	58	256	74	388
Journalistic Conduct	0	2	0	2
Discrimination based on Nationality	52	12	3	67
Other	12	30	20	62
Privacy	23	9	8	40
Program Selection/Quality	7	90	5	102
Racial Discrimination	14	32	5	51
Religious Discrimination	82	10	1	93
Representation of Men	0	2	0	2
Representation of Women	0	3	0	3
Scheduling	29	97	1	127
Sexual Content	25	61	6	92
Sexual Orientation – Discrimination	3	7	1	11
Subliminal Content	0	1	0	1
Treatment of Callers	6	0	0	6
Violence	19	107	7	133

Status of Complaints at Year-End

Of the 1 480 files handled by the CBSC, 745 were Code Relevant & Specific complaints. The remaining 735 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 745 Code Relevant & Specific complaints, 627 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Sixty-seven (67) complaints were resolved through the release of decisions of the Panels or the CBSC Secretariat. Forty-nine (49) complaints had yet to complete the dialogue process with the broadcaster and two 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 2021-2022

The CBSC issued seven Panel Decisions and 90 Summary Decisions, for a total of 97 decisions in 2021-2022.

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 seven Panel Decisions this year, five were about television programming and two about radio programming. Six were about English-language programming and one was about English-language songs broadcast on a French-language station so the CBSC categorized this as French. The following table shows the breakdown of Panel Decisions by language and medium.

Language and Medium of Broadcasts that Resulted in Panel Decisions

Language		English	French	Other	Total
Medium	Radio	1	1	0	2
	Television	5	0	0	5
	Total	6	1	0	7

Overview of Panel Decisions

Five of the seven Panel Decisions involved news programming.

The first was *CIVT-DT (CTV Vancouver) re CTV News at Six report (North Vancouver stabbing incident)* (CBSC Decision 20.2021-1360, September 15, 2021). A news report recounted an incident where a number of people at a local pedestrian mall had been stabbed. The report included footage of paramedics attending to the injured individuals, some of whom had blood on them. The faces of all victims were blurred. It also included cellphone footage of the accused man stabbing himself in an intersection before being arrested by police. A viewer complained that the footage was unnecessarily graphic and violated the injured persons' privacy. The CBSC's English-Language Panel examined the complaint under the Canadian Association of Broadcasters' (CAB) *Violence Code* and the Radio Television Digital News Association of Canada's (RTDNA) *Code of Journalistic Ethics*. The Panel concluded that it was acceptable to broadcast the images because they were relevant to the story and CTV had taken measures to protect the victims' identities, but it did find that CTV should have broadcast warnings beforehand.

CP24 re a news headline about COVID-19 (CBSC Decision 20.2021-1392, September 15, 2021) involved a news headline in the on-screen ticker on an all-news channel. The headline informed viewers that the Ontario provincial government was considering loosening restrictions related to the COVID-19 pandemic, when in fact the premier had hinted that the restrictions would be tightened. The broadcaster acknowledged the error, but pointed out that a correct headline had also appeared. The English-Language Panel examined the complaint under the accuracy provisions of the *CAB Code of Ethics* and *RTDNA Code of Journalistic Ethics*. Given that the incorrect headline appeared repeatedly and the information was important during the global health crisis, the Panel found a breach for inaccuracy.

Accuracy was also at issue in *CJON-DT (NTV) re NTV Evening Newshour report ("Parole Revoked")* (CBSC Decision 20.2021-1605, October 20, 2021). In that decision, the English-Language Panel examined a complaint about a report about a convicted murderer having his parole revoked. A viewer, who was also a member of the victim's family, complained that the report contained inaccurate dates about the murder and the murderer's sentencing. While the Panel acknowledged that the errors had not been deliberate and did not demonstrate bias, it found breaches of the *CAB Code of Ethics* and *RTDNA Code of Journalistic Ethics* for inaccuracy. It also pointed out that the CBSC could make no comments with respect to the disagreement between the complainant and the station regarding direct contact with each other in trying to set up interviews.

Another news-related decision was *CKCO-DT (CTV Kitchener) re CTV News at Five report (painted statue)* (CBSC Decision 20.2021-2245, February 23, 2022). The report informed viewers that a Queen Victoria statue in a local park had been splashed with red paint, presumably as a statement regarding Indigenous issues. The report referred to Indigenous residential schools as "camps". A viewer felt this was inaccurate and insensitive because it disseminated the falsehood that residential schools were like summer camps. The CBSC's English-Language Panel examined the complaint under the accuracy and fairness provisions of the *CAB Code of Ethics* and *RTDNA Code of Journalistic Ethics*, as well as the provision of the RTDNA Code regarding respect, which requires journalists to respect the dignity of everyone, particularly vulnerable groups. The CBSC found breaches for using an inaccurate term to describe residential schools and for failing to correct the error since the term "residential schools" has been in practice for many years. It also found that the inaccuracy demonstrated disrespect toward a vulnerable group. The Panel, however, found no breach for bias or unfairness because the meaning of the term "camps" was ambiguous; it could have been interpreted as "summer camps" or as "prison camps".

CJOH-DT (CTV Ottawa) re a CTV National News report (US border patrol) (CBSC Decision 20.2122-0142, March 9, 2022) also dealt with inaccuracy and bias. The report was about United States border guards' treatment of Haitian migrants. The introduction stated that guards on horses had used reins as whips. A viewer complained that the statement gave the inaccurate and biased impression that the Haitians had been whipped when in fact that issue was in dispute. The English-Language Panel examined the complaint under the accuracy and fairness

provisions of the *CAB Code of Ethics* and *RTDNA Code of Journalistic Ethics*, as well as the provision in the *RTDNA Code* regarding sensationalization. The Panel concluded that the report was not inaccurate or biased because at no time did CTV state that the border patrol agents had used their horse reins to actually whip the migrants. The full report gave a more complete presentation of the situation. The Panel also concluded that there was no sensationalization, but one adjudicator dissented on that point.

CKEA-FM re The Lockeroom (CBSC Decision 20.2122-1304, May 25, 2022) involved a discussion on a rock radio morning show. The hosts discussed a return to normalcy as the COVID-19 pandemic subsided. One host mentioned that his friend was unvaccinated so he was reluctant to attend events where that friend would be. He gave the friend's last name and then his first name. The hosts also said the person was a good friend because he was the type of guy who would help you bury a dead body and gave advice on how to burn a car. The complaint came from the friend who objected to the broadcast of his name and vaccination status and linking him to criminal activity. The English-Language Panel examined the complaint under Clause 6 of the *CAB Code of Ethics* which requires the full, fair and proper presentation of commentary, and under the privacy provision of the *RTDNA Code of Journalistic Ethics*. The Panel found violations of both codes for giving the man's full name and COVID-19 vaccination status because medical information is private and it was unnecessary for the conversation to provide the man's full name. A majority of adjudicators also felt the comments linking the friend to criminal activity were inappropriate, but two adjudicators dissented on that point.

The final decision released in 2021-2022 was *CHXX-FM re Les hits sur demande and La Vibe du matin* (CBSC Decision 20.2122-0463, June 8, 2022). An anglophone listener questioned whether English-language songs containing the word "fuck" and other coarse language were allowed to be played during the day on French-language radio stations. The complainant provided some examples of songs. In previous decisions, the CBSC had determined that English broadcasters could only air the f-word during late night hours, but French broadcasters could air it at any time during French-language programming as long as the word was infrequent and not used to insult someone. The question for the CBSC's French-Language Panel was whether English songs on French stations should fall into the former category or the latter. Under the Radio Broadcasting clause of the *CAB Code of Ethics*, the Panel concluded that English songs on French stations would be treated as French

programming. In this particular case, most of the songs contained only a few instances of the f-word in a non-insulting context and therefore did not violate the code. The one song that did contain numerous instances of the f-word to insult the songwriter's ex-boyfriend was found in violation.

Summary Decisions

The CBSC issued a total of 90 Summary Decisions this year. There were 33 Summary Decisions about radio programming and 57 about television programming. There were 72 about English programming, 12 about French programming, and six 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	23	5	5	33
	Television	49	7	1	57
	Total	72	12	6	90

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2021-2022 was biased or unfair information. Of all the Summary Decisions issued this year, 26 of them raised such issues, in the context of news, public affairs or talk shows of different types. This was followed closely by the related issue of inaccurate news or information, with 23 Summary Decisions treating that subject; in some cases, one complaint raised both issues. The majority of these decisions related to issues surrounding the worldwide COVID-19 pandemic. 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 or biased. 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 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.

A total of 20 Summary Decisions also raised issues related to general improper comment or content. Many of these similarly involved the expression of opinions on the political and social issues surrounding the COVID-19 pandemic. As noted above, program participants are allowed to express controversial viewpoints on topics of public interest and in most cases, a variety of opinions were presented. These broadcasts therefore did not violate Clause 6 of the *CAB Code of Ethics*.

There were also 24 Summary Decisions that dealt with discrimination against identifiable groups. 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. A specific group must actually be mentioned in the program for content to be considered in breach of the codes. Program participants are allowed to discuss political issues that involve matters of race, nationality, religion, etc. In the context of fictional content, the Contextual Considerations clause of the *Equitable Portrayal Code* allows for characters to make statements involving identifiable groups that might otherwise be considered inappropriate if they are relevant to the story.

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	4
Bad Taste	0
Biased/Unfair/Imbalanced Information	26
Classification/Rating	1
Coarse Language	5
Conflict of Interest	3
Unfair Contest	0
Discrimination Based on Age	2
Discrimination Based on Disability	0
Discrimination Based on Ethnicity	0
Discrimination Based on Gender	4
Discrimination Based on Nationality	9
Discrimination Based on Race	5
Discrimination Based on Religion	2
Discrimination Based on Sexual Orientation	2
Exploitation of Children	2
General Improper Comments/Content	20
Inaccurate News or Information	23
Journalistic Conduct	1
Invasion of Privacy	5
Degrading Representation of Women	0
Degrading Representation of Men	0
Scheduling	11
Sexual Content	9
Subliminal Advertising/Content	0
Treatment of Callers to Open-Line Programs	1
Violence	12
Other	0

*Since some complaints raised more than one issue, the total exceeds 90.

ADJUDICATORS

Below is a list of CBSC Adjudicators who served for some or all of fiscal 2021-2022. “Affiliation” refers to whether they represent the public or the broadcasting industry.

Name	Affiliation
William Allen	Public
Doug Anderson	Industry
Dave Barry	Industry
Sam Bhalesar	Public
Geneviève Bonin	Public
Rhonda Brown	Industry
Lynn Buffone	Public
Andrew Cardozo	Public
Richard Cavanagh	Public
Stacey Commer	Industry
Sylvie Courtemanche	Public
Cam Cowie	Industry
Carmen Crépin	Public
Dorothy Dobbie	Public
Jasmin Doobay	Industry
Véronique Dubois	Industry
Vic Dubois	Industry
Elizabeth Duffy-MacLean	Public
Jennifer Dumoulin	Public
Ethan Faber	Industry
Richard French	Public
Julie-Christine Gagnon	Industry
Marcy Galipeau	Public
Ken Geddes	Industry
Karen Gifford	Industry
Paul Gratton	Public
Wendy Gray	Industry
Jim Haskins	Industry
Kim Hesketh	Public
Robin Hildebrand	Industry
Stéphanie Hudon	Industry

Name	Affiliation
Stephanie Hunter	Industry
Monika Ille	Industry
Daniel Ish	Public
Tracy E. Kenney	Public
Danny Kingsbury	Industry
Ken Kingston	Industry
Éric Latour	Industry
Kurt Leavins	Industry
Andy LeBlanc	Public
Jean-François Leclerc	Industry
Mason Loh	Public
Michel Lorrain	Industry
Hudson Mack	Public
Susan Makela	Industry
Pete Marier	Industry
Pierre Martineau	Industry
June McCabe	Public
Jonathan Medline	Industry
Zahera Mohamed	Industry
Hilary Montbourquette	Industry
Olivia Mowatt	Industry
Linda Nagel	Public
Andrée Noël	Public
Angie Norton	Industry
Mike Omelus	Industry
Pascal Ouimet	Industry
Sherri Pierce	Industry
Louise Poirier	Public
Dean Proctor	Public
John Pungente	Public
Tara Rajan	Public
Troy Reeb	Industry
Jesse Reynolds	Industry
Diane Rhéaume	Public
Laura Salvas	Industry
Simone Sammut	Industry
Christine Scott	Public

Name	Affiliation
Mike Shannon	Industry
Murray Sherriffs	Industry
Denise Siele	Public
Cindy Simard	Industry
Steve Simard	Industry
Stephen B. Simpson	Public
Diane Sokolyk	Public
Glenda Spenrath	Industry
Kalyn Steel	Industry
Tina-Marie Tatto	Industry
Eric Thomas	Public
Jamie Tiessen	Industry
Ilon Tyan	Industry
Ron Waksman	Industry
Robert Yip	Public
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	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	CFIX-FM	CFVM-FM	CHOA-FM	CILM-FM	CJFM-FM
CFCF-DT	CFJP-DT	CFVS-DT	CHOI-FM	CIME-FM	CJGO-FM
CFCM-DT	CFKM-DT	CFXM-FM	CHOM-FM	CIMF-FM	CJLA-FM
CFEI-FM	CFKS-DT	CFZZ-FM	CHOT-TV	CIMO-FM	CJLV
CFEL-FM	CFLO-FM	CHAU-DT	CHRD-FM	CIMT-DT	CJMF-FM
CFEM-DT	CFMB	CHEM-DT	CHRL-FM	CITE-FM	CJMM-FM
CFER-TV	CFOM-FM	CHEY-FM	CHRN	CITF-FM	CJMV-FM
CFGE-FM	CFRS-DT	CHGO-FM	CHSV-FM	CJAB-FM	CJNT-DT
CFGL-FM	CFTF-DT	CHIK-FM	CHVD-FM	CJAD	CJOI-FM
CFGs-DT	CFTM-DT	CHLT-DT	CHXX-FM	CJDM-FM	CJPM-DT
CFGT-FM	CFTX-FM	CHLX-FM	CIGB-FM	CJEB-FM	CJPX-FM
CFHD-DT	CFVD-FM	CHMP-FM	CIKI-FM	CJEC-FM	CKAC

CKBE-FM	CKIN-FM	CKMI-DT	CKOF-FM	CKTF-FM	CKYK-FM
CKDG-FM	CKLX-FM	CKOB-FM	CKOI-FM	CKVM-FM	
CKGM	CKMF-FM	CKOD-FM	CKOY-FM	CKXO-FM	

Ontario

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

Manitoba

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

British Columbia

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

Northwest Territories

CJCD-FM

Yukon

CKRW-FM

Discretionary Television Services

ABC Spark	Discovery Science	Hollywood Suite 2000s Movies
addikTV	Discovery Velocity	Investigation Discovery
Adult Swim	Disney Channel (Canada)	LCN
Afroglobal	Disney Junior (Canada)	Lifetime Canada
AMI-télé	Disney la chaîne	Love Nature
AMI-tv	Disney XD (Canada)	Magnolia Network Canada
Animal Planet	DTOUR	Makeful
APTN	E! Entertainment	MAX
A.Side	Elle Fictions	Mediaset Italia
ASN	ESPN Classic Canada	Météomédia
BBC Earth (Canada)	EuroWorld Sport	MOI & CIE
BBC First (Canada)	Évasion	MovieTime
BNN Bloomberg	Fairchild Television	MTV Canada
Canal D	Fairchild TV 2 HD	MTV2
Canal d/Investigation	Family Channel	Much
Canal Vie	Family Jr.	Nat Geo Wild
Cartoon Network Canada	Fight Network	National Geographic Channel
Casa	Food Network Canada	The News Forum
Cinépop	FPTV	Nickelodeon Canada
CMT	FX Canada	OLN
Cooking Channel	FXX Canada	OMNI Regional
Cottage Life	FYI (Canada)	One
CP24	Game+	Out TV
CPAC	GameTV	OWN
Crave	GINX Esports TV Canada	PalmarèsADISQ par Stingray
Crime + Investigation	Global News: BC 1	Prise 2
CTV Comedy Channel	H2 Canada	RDS
CTV Drama Channel	HBO Canada	RDS Info
CTV Life Channel	HGTV (Canada)	Rewind
CTV News Channel	Historia	SCN Television
CTV Sci-Fi Channel	History	Séries+
Daystar Canada	Hollywood Suite 70s Movies	Showcase
DéjàView	Hollywood Suite 80s Movies	Silver Screen Classics
Discovery Channel	Hollywood Suite 90s Movies	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
 WildBrainTV
 Wild TV
 YOOPA
 YTV
 Z
 Zeste

Satellite Radio Services

SiriusXM

APPENDIX

[CIVT-DT \(CTV Vancouver\) re CTV News at Six report \(North Vancouver stabbing incident\)](#) (CBSC Decision 20.2021-1360, September 15, 2021)

[CP24 re a news headline about COVID-19](#) (CBSC Decision 20.2021-1392, September 15, 2021)

[CJON-DT \(NTV\) re NTV Evening Newshour report \("Parole Revoked"\)](#) (CBSC Decision 20.2021-1605, October 20, 2021)

[CKCO-DT \(CTV Kitchener\) re CTV News at Five report \(painted statue\)](#) (CBSC Decision 20.2021-2245, February 23, 2022)

[CJOH-DT \(CTV Ottawa\) re a CTV National News report \(US border patrol\)](#) (CBSC Decision 20.2122-0142, March 9, 2022)

[CKEA-FM re The Lockeroom](#) (CBSC Decision 20.2122-1304, May 25, 2022)

[CHXX-FM re Les hits sur demande and La Vibe du matin](#) (CBSC Decision 20.2122-0463, June 8, 2022)