



Canadian Broadcast Standards Council

Annual Report 2022/2023

For the fiscal year running from September 1, 2022 to August 31, 2023

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CHAIR'S MESSAGE

It is my pleasure to present our Annual Report for the fiscal year 2022-2023. This is my sixth year as Chair of the CBSC and, in this past year, we were able to return to a more normal mode of operation and resume work practices within the CBSC offices as many of the health measures taken to deal with the pandemic were no longer required.

Once again, the CBSC's personnel successfully carried on their work duties and I am happy to report that the CBSC was able for the third year in a row to treat, without exception, all files within four months following the receipt of a Ruling Request. This continues to be an important achievement for the organization.

The CBSC Secretariat staff continues to face on occasion disruptive and sometimes abusive and threatening conduct from certain complainants, either on the telephone or when completing webforms to lodge a complaint. The CBSC instituted last year its first "Zero Tolerance Policy" and this tool has been very useful in ensuring that CBSC staff works in a safe and healthy environment. This policy is 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 once in the last fiscal period. Details on this viral complaint is 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's website continues to be robust with many updates and improvements effected throughout the fiscal year. The website allows us to track how it is used. Our homepage is widely used and results in a broad use of our Make a Complaint page and other sections such as media releases, decision pages and topical subjects dealt with by the CBSC. 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 again 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 2022-2023

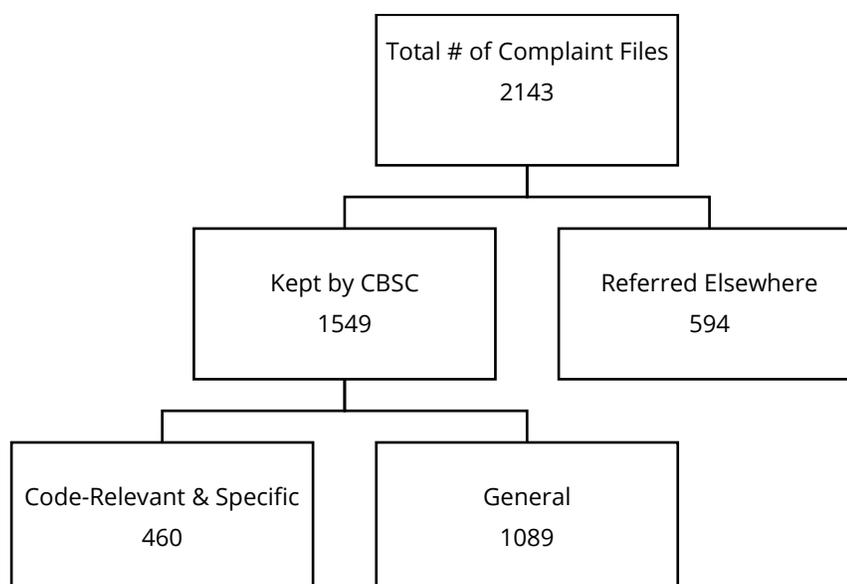
Overview of Correspondence Received

Complaints

In the 2022-2023 fiscal year, the CBSC opened a total of 2 143 complaint files. Of that total, 1 549 fell within the purview of the CBSC's mandate; the remaining 594 were related to either broadcasters or issues that fell under the jurisdiction of other organizations.

Four hundred and sixty (460) complaints out of the 1 549 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 1 089 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 one such situation this year.

During the midday program *Midi Pile* on radio station CKYK-FM (KYK), the hosts commented on a news story about a female politician who had accused a male colleague of sexual assault, a crime for which the man had eventually been found guilty. The CBSC received 699 complaints about the broadcast. Complainants were concerned that the remarks by the male hosts were offensive and inappropriate towards women, sexual assault victims and the politician herself. Many suggested that the hosts' comments perpetuated rape culture. Only 24 complainants provided sufficient information about the broadcast station, date and time to initiate the CBSC's formal process. None of those individuals requested that the CBSC pursue its investigation, possibly because the hosts and broadcaster issued a public apology a few days after the controversial broadcast.

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 44 pieces of General Correspondence in 2022-2023 which, when added to the Complaints filed, bring the total number of files opened in the year to 2 187.

Radio and Television Complaints

As mentioned above, the CBSC opened 2 143 complaint files, but 594 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 1 549 complaints. Of the 1 549 complaint files handled by the CBSC,

- 923 dealt with conventional radio programming;
- 1 dealt with satellite radio programming;
- 491 dealt with conventional or discretionary services television programming;
- 8 dealt with general concerns about broadcasting; and
- 126 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 tracks 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	19	0	10	0	6	35
Quebec	752	1	101	3	16	873
Ontario	79	0	127	2	29	237
Prairie	48	0	40	1	46	135
BC	24	0	40	0	15	79
Discretionary Services	0	0	164	1	6	171
Non-determined	1	0	9	1	8	19
TOTAL	923	1	491	8	126	1549

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, streaming services, print media, or telecommunications services.

Language of Program

Of the 1 549 complaint files handled by the CBSC,

- 671 complaints dealt with English-language programming;
- 836 dealt with French-language programming;
- 13 dealt with third-language programming;
- 6 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 1 549 complaint files handled by the CBSC,

- 1 369 complaints dealt with Canadian programming;
- 96 dealt with foreign programming;

- 60 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	175	0	394	6	96	671
French	737	0	90	0	9	836
Third Language	10	0	3	0	0	13
Non-determined ²	1	0	2	2	1	6
Not applicable ²	0	1	2	0	20	23
TOTAL	923	1	491	8	126	1549

Source of Program

	Conventional Radio	Satellite Radio	Conventional & Discretionary TV	N/D ¹	N/A ¹	Total
Source						
Canadian	897	0	380	6	86	1369
Foreign	14	0	71	0	11	96
Non-determined ²	10	0	38	2	10	60
Not applicable ²	2	1	2	0	19	24
TOTAL	923	1	491	8	126	1549

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, streaming services, 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 2022-2023. This table provides a breakdown of only the 923 conventional radio and 1 satellite radio complaints actually handled by the CBSC.

Type of Program	Conventional Radio #	Satellite Radio #
Advertising	9	0
Comedy	2	0
Contests	9	0
Drama	0	0
Fantasy	0	0
Information	2	0
Infomercial	0	0
Informal Discourse	780	0
News and Public Affairs	26	0
Open Line/Talk Show	50	0
Promos	5	0
Public Service Announcement	0	0
Religious Program	2	0
Songs	23	0
Sports	10	0
Web Content	2	0
Undetermined	15	0
Non-applicable	2	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 491 conventional and discretionary television complaints actually handled by the CBSC.

Type of Program	# of Conventional & Discretionary Television Complaints
Advertising	64
Animation	6
Children's Programming	3
Comedy	16
Contests	0
Drama	28
Documentary	7
Fantasy / Science Fiction	0
Game Show	2
Infomercial	2
Informal Discourse	0
Information	5
Movie	13
Music Video / Song	4
News and Public Affairs	171
Open-Line/Talk Show	31
Promos	11
Public Service Announcement	0
Reality Programming	52
Religious	8
Sports	47
Station ID Logo	0
Variety	6
Web Content	8
Undetermined	33
Non-applicable	3

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 1 549 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 Television Programs table, 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	20	0	21
Age Discrimination	1	2	0	3
Bad Taste	0	0	0	0
Biased/Unfair/Imbalanced Information	39	91	20	150
Classification/Rating	0	14	1	15
Coarse Language	23	28	5	56
Conflict of Interest	4	5	2	11
Contests – Dangerous	0	0	0	0
Contests – Unfair	7	0	1	8
Disability Discrimination	10	3	1	14
Ethnic Discrimination	3	7	2	12
Exploitation of Children	3	32	2	37
Gender Discrimination	126	8	2	136
Improper Comment/Content	547	85	6	638
Inaccurate News/Info	35	67	52	154
Journalistic Conduct	0	3	0	3
Discrimination based on Nationality	4	8	1	13
Other	7	16	22	46
Privacy	12	10	10	32
Program Selection/Quality	11	73	5	89
Racial Discrimination	19	31	3	53
Religious Discrimination	8	13	2	23
Representation of Men	0	0	0	0
Representation of Women	2	2	1	5
Scheduling	23	66	3	92
Sexual Content	22	42	6	70
Sexual Orientation – Discrimination	5	4	0	9
Subliminal Content	0	2	1	3
Treatment of Callers	2	0	0	2
Violence	230	49	8	287

Status of Complaints at Year-End

Of the 1 549 files handled by the CBSC, 460 were Code Relevant & Specific complaints. The remaining 1 089 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 460 Code Relevant & Specific complaints, 388 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Thirty-two (32) complaints were resolved through the release of decisions of the Panels or the CBSC Secretariat. Twenty-nine (29) complaints had yet to complete the dialogue process with the broadcaster and 11 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 2022-2023

The CBSC issued 3 Panel Decisions and 38 Summary Decisions, for a total of 41 decisions in 2022-2023.

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 three Panel Decisions this year were about television programming, with none about radio programming. One was about English-language programming and two were 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	1	2	0	3
	Total	1	2	0	3

Overview of Panel Decisions

The first of the three Panel Decisions released this year was *CHCH-DT re Happy Days ("All the Way")* (CBSC Panel Decision 20.2122-2102, December 14, 2022). *Happy Days* is an American situation comedy that was originally produced in the 1970s but set in the 1950s. The decision involved the very first episode of the series in which the main character, teenager Richie Cunningham, goes on a date with a female classmate. Richie feels pressure from his friends to go "all the way" with the girl because she has a reputation for doing so. After an awkward romantic encounter where the girl tells Richie she does not "do things like that", Richie nevertheless lets his friends believe that he had sex with her. Guilt-ridden, he eventually reveals the truth to his friends and tells the girl he has set the record straight. The complainant considered the episode "extremely sexist and demeaning to women" and was particularly concerned with a joke that made light of a male high school teacher inappropriately touching a female student. The viewer also complained about a joke that suggested if an "Eskimo" ever became president, he would throw a snowball at the start of baseball's World Series. The CBSC English-Language Panel examined the complaint under the Human Rights and Stereotyping clauses of the Canadian Association of Broadcasters' (CAB) *Code of Ethics*, as well as numerous clauses of the *CAB Equitable Portrayal Code* relating to stereotyping, stigmatization, exploitation and offensive language. It also considered the Violence against Women article of the *CAB Violence Code*. The Panel found no breaches of any code. The Panel acknowledged the difficulty in applying modern standards to retro programming such as *Happy Days*. It agreed that the portrayal of women could be considered sexist, but found nothing that rose to the level of a code breach, particularly given the plot context. The Panel also noted that the term "Eskimo" is outdated but not abusive and the snowball joke related more to the temperature in Alaska than to the Indigenous group.

The second decision was *CFTM-DT (TVA Montréal) re Indéfendable (“Acharnement” and “Sugar Daddy”)* (CBSC Decision 20.2223-0386, May 24, 2023), which was about two episodes of a legal drama series. Both episodes involved plotlines depicting a suicide. They were broadcast in the early evening with an 8+ rating. A viewer complained that the scenes were too detailed and did not follow recommendations from suicide prevention organizations. One of the episodes also contained scenes of domestic violence. TVA noted that the scenes were relevant to the characters’ storylines and that it usually displays information about suicide prevention resources at the end of such programs, though this had been inadvertently absent on one of the two episodes examined by the CBSC. The CBSC’s French-Language Panel examined the complaints under the *CAB Violence Code*. The Panel acknowledged that the scenes “could be difficult to watch”, but found they were relevant to the development of the plot and characters, and demonstrated the negative effects of the violence. The scenes therefore did not violate Article 1.0 (Content) of the Code. The Panel also concluded that the scenes were not particularly graphic, so TVA did not violate Article 3.0 (Scheduling) for airing the episodes in the early evening. The Panel did, however, conclude that the 8+ rating was too low because the themes of murder, suicide and domestic violence require a certain maturity, meaning that a 13+ classification would have been more appropriate. TVA violated Article 4.0 of the *Violence Code* on this account. The CBSC also recognized TVA’s efforts to provide contact information for relevant resources at the end of troubling episodes, even though this is not mandatory under the code.

The third decision was *CFTM-DT (TVA Montréal) re Salut Bonjour (“C’est bon à savoir”)* (CBSC Decision 20.2223-0791, June 21, 2023). In that case, the French-Language Panel examined a segment of a public affairs program about TurboTax software. *Salut Bonjour* is a morning public affairs program which features news and other lifestyle segments. One recurring segment is called “C’est bon à savoir” (“Good to Know”). On one February episode, the topic of that segment was TurboTax. TurboTax was presented as “the #1 tax software in Canada for more than 25 years” and the host explained that there were different versions available for people with different tax situations, including a feature where a live tax expert could help a user do their tax return and review it before filing. A viewer complained that this segment was an advertisement for TurboTax, but was misleadingly presented as a neutral tax advice segment. TVA characterized the segment as [translation]

“promotional content made by and for our partners” and argued that the segment was distinct from the newscast segments of the program, hosted by a separate contributor from the newsreader and staged on a set with different decor from the newscasts. TVA also pointed out that the webpage for the segment contains an explicit mention of the fact that it is promotional content. The CBSC Panel examined the complaint under Clause 6 (Proper Presentation) and Clause 14 (Advertising) of the *CAB Code of Ethics* and under Article 2.2 (Fairness) of the Radio Television Digital News Association of Canada’s (RTDNA) *Code of Journalistic Ethics* which require news and public affairs to be kept distinct from advertising and presented fully, fairly and properly. The CBSC Panel found breaches of Clauses 6 and 14(c) of the *CAB Code of Ethics*, stating that broadcasters are allowed to air sponsored content, but they have to disclose it in a clear, transparent and unequivocal manner. While TVA did this on its website, it should also have done it during the on-air broadcast.

Summary Decisions

The CBSC issued a total of 38 Summary Decisions this year. There were 16 Summary Decisions about radio programming and 22 about television programming. There were 33 about English programming, four about French programming, and one about programming broadcast in another language. The program genre that generated the majority of complaints resulting in Summary Decisions was news and public affairs. 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	13	2	1	16
	Television	20	2	0	22
	Total	33	4	1	38

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2022-2023 was inaccurate information. Of all the Summary Decisions issued this year, 15 of them raised such issues, primarily in the context of news,

public affairs or talk shows. There were also 9 Summary Decisions treating biased, unfair or imbalanced information; in some cases, one complaint raised both issues. 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 not expected to delve into all details of a topic in every report about it. While some audience members might have preferred a more detailed or different presentation of an issue, this does not render the reports inaccurate or biased under the codes.

In four cases, there was indeed an inaccuracy in the report, but the broadcaster aired a correction so the CBSC did not need to present the complaint to a Panel for adjudication.

With respect to talk shows, it is understood that program participants provide their personal opinions and interpretations of a situation. These do not necessarily amount to inaccurate or unfair statements, particularly since broadcasters usually provide a variety of viewpoints on controversial topics either within a program itself or throughout their broadcast schedule.

There were 11 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. Commentators are allowed to express their opinions on political and social topics that involve matters of race, ethnicity, gender, disability and the like. As long as the comments do not negatively generalize about all members of an identifiable group, the commentary is considered acceptable political expression. Also, factual accounts of situations that reference an identifiable characteristic do not constitute abusive or unduly discriminatory or stereotyping material.

A total of 8 Summary Decisions also raised issues related to general improper comment or content. Program participants are allowed to express critical opinions of politicians, organizations, companies and celebrities. Again, this is generally

considered acceptable political or social commentary and therefore does not violate Clause 6 of the *CAB Code of Ethics*.

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

Issues Raised in Complaints that Resulted in Summary Decisions

Issues Raised in Complaints	Number of Complaints
Advisories	1
Bad Taste	0
Biased/Unfair/Imbalanced Information	9
Classification/Rating	1
Coarse Language	2
Conflict of Interest	1
Unfair Contest	0
Discrimination Based on Age	0
Discrimination Based on Disability	3
Discrimination Based on Ethnicity	2
Discrimination Based on Gender	1
Discrimination Based on Nationality	1
Discrimination Based on Race	2
Discrimination Based on Religion	1
Discrimination Based on Sexual Orientation	1
Exploitation of Children	0
General Improper Comments/Content	8
Inaccurate News or Information	15
Journalistic Conduct	2
Invasion of Privacy	1
Degrading Representation of Women	0
Degrading Representation of Men	1
Scheduling	1
Sexual Content	2
Subliminal Advertising/Content	0
Treatment of Callers to Open-Line Programs	0
Violence	0
Other	0

*Since some complaints raised more than one issue, the total exceeds 38.

ADJUDICATORS

Below is a list of CBSC Adjudicators who served for some or all of fiscal 2022-2023. “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
Yunping Cai	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
Kevin Dubé	Public
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
Alexandra Henderson	Industry

Name	Affiliation
Kim Hesketh	Public
Robin Hildebrand	Industry
Stéphanie Hudon	Industry
Stephanie Hunter	Industry
Monika Ille	Industry
Daniel Ish	Public
Tracy E. Kenney	Public
Danny Kingsbury	Industry
Ken Kingston	Industry
Anton Koschany	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
Zahera Mohamed	Industry
Hilary Montbourquette	Industry
Olivia Mowatt	Industry
Linda Nagel	Public
Andrée Noël	Public
Mike Omelus	Industry
Pascal Ouimet	Industry
Kendall Perry	Public
Sherri Pierce	Industry
Louise Poirier	Public
Dean Proctor	Public
John Pungente	Public
Tara Rajan	Public
Troy Reeb	Industry
Jesse Reynolds	Industry
Diane Rhéaume	Public

Name	Affiliation
Laura Salvas	Industry
Simone Sammut	Industry
Christine Scott	Public
Mike Shannon	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
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	CJK-FM	CJFX-FM	CKBW-FM	CKHZ-FM
CFRQ-FM	CIOO-FM	CJHK-FM	CKCH-FM	CKTO-FM
CHRK-FM	CJCB-TV	CJLS-FM	CKEC-FM	CKTY-FM
CIGO-FM	CJCH-DT	CJLU-FM	CKEZ-FM	CKUL-FM
CIHF-DT	CJCH-FM	CJNI-FM	CKHY-FM	

New Brunswick

CFRK-FM	CHNI-FM	CIBX-FM	CJCJ-FM	CKCW-DT
CFXY-FM	CHSJ-FM	CIHI-FM	CJMO-FM	CKHJ
CHHI-FM	CHTD-FM	CIKX-FM	CJXL-FM	CKLT-DT
CHNB-DT	CHWV-FM	CITA-FM	CKBC-FM	CKNI-FM

Quebec

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

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

Ontario

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

Manitoba

CFAM	CFWM-FM	CHWE-FM	CJKR-FM	CKJS	CKXA-FM
CFAR-FM	CHMI-DT	CIIT-DT	CJOB	CKLF-FM	CKY-FM
CFJL-FM	CHNW-FM	CILT-FM	CJPG-FM	CKLQ-FM	CKY-DT
CFPG-FM	CHPO-FM	CINC-FM	CJRB	CKMM-FM	
CFQX-FM	CHSM	CITI-FM	CJXR-FM	CKMW-FM	
CFRW	CHTM-FM	CJAR-FM	CKCL-FM	CKND-DT	
CFRY	CHVN-FM	CJEL-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	CKPW-FM
CFCW-FM	CFXW-FM	CIBK-FM	CJCY-FM	CKEM-DT	CKRA-FM
CFDV-FM	CHAT-FM	CIBQ-FM	CJEG-FM	CKES-DT	CKRY-FM
CFEX-FM	CHAT-TV	CIBW-FM	CJEO-DT	CKEX-FM	CKSA-FM
CFFR	CHBN-FM	CICT-DT	CJGY-FM	CKFT-FM	CKSA-DT
CFGF-FM	CHBW-FM	CIKT-FM	CJIL-DT	CKGY-FM	CKSQ-FM
CFGQ-FM	CHDI-FM	CILB-FM	CJLT-FM	CKHL-FM	CKUV-FM
CFHI-FM	CHED	CILR-FM	CJOC-FM	CKIK-FM	CKVG-FM
CFIT-FM	CHFM-FM	CIRK-FM	CJOK-FM	CKJR	CKVH-FM
CFMG-FM	CHFT-FM	CISA-DT	CJPR-FM	CKJX-FM	CKWB-FM
CFMY-FM	CHKF-FM	CISN-FM	CJRX-FM	CKKX-FM	CKWD-FM
CFNA-FM	CHLB-FM	CITL-DT	CJUV-FM	CKKY-FM	CKWY-FM
CFRI-FM	CHMN-FM	CITV-DT	CJXK-FM	CKLJ-FM	CKYL
CFRN	CHOO-FM	CIUP-FM	CJXX-FM	CKLM-FM	CKYR-FM
CFRN-DT	CHQR	CIXF-FM	CKAL-DT	CKMH-FM	CKYX-FM
CFRV-FM	CHQT	CIXM-FM	CKBA-FM	CKMP-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	CHEM-FM	CHWK-FM	CJDC	CKDV-FM	CKQQ-FM
CFJC-TV	CHEM-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	Boomerang	Crave	Disney la chaîne
addikTV	Canal D	Crime + Investigation	Disney XD (Canada)
Adult Swim	Canal d/Investigation	CTV Comedy Channel	DTOUR
Afroglobal	Canal Vie	CTV Drama Channel	E! Entertainment
AMI-télé	Cartoon Network Canada	CTV Life Channel	Elle Fictions
AMI-tv	Casa	CTV News Channel	ESPN Classic Canada
Animal Planet	CHRGD	CTV Sci-Fi Channel	EuroWorld Sport
APTN	Cinépop	Daystar Canada	Évasion
A.Side	CMT	DéjàView	Fairchild Television
ASN	Cooking Channel	Discovery Channel	Fairchild TV 2 HD
BBC Earth (Canada)	Cottage Life	Discovery Science	Family Channel
BBC First (Canada)	CP24	Discovery Velocity	Family Jr.
BNN Bloomberg	CPAC	Disney Channel (Canada)	Fight Network
		Disney Junior (Canada)	

Food Network Canada
 FPTV
 FX Canada
 FXX 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
 Magnolia Network Canada
 Makeful
 MAX

Mediaset Italia
 Météomédia
 MOI & CIE
 MovieTime
 MTV Canada
 MTV2
 Much
 Nat Geo Wild
 National Geographic Channel
 The News Forum
 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 Hits!
 Stingray Juicebox
 Stingray Loud
 Stingray Retro
 Stingray Vibe
 Super Channel Fuse
 Super Channel Heart & Home
 Super Channel Vault
 Super Écran
 Talentvision

Telebimbi
 Teletatino
 Télémagino
 Teleniños
 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

[CHCH-DT re *Happy Days* \("All the Way"\)](#) (CBSC Decision 20.2122-2102, December 14, 2022)

[CFTM-DT \(TVA Montréal\) re *Indéfendable* \("Acharnement" and "Sugar Daddy"\)](#) (CBSC Decision 20.2223-0386, May 24, 2023)

[CFTM-DT \(TVA Montréal\) re *Salut Bonjour* \("C'est bon à savoir"\)](#) (CBSC Decision 20.2223-0791, June 21, 2023)