

Canadian Broadcast Standards Council



Annual Report 2015/2016

For the fiscal year running from
September 1, 2015 to August 31, 2016



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CHAIR'S MESSAGE

Report on the Past Year

It is my pleasure to present our Annual Report for fiscal year 2015/2016. During this fiscal year, we continued to meet our goal of treating most files within four months following the receipt of a Ruling Request. In that respect, I must commend the team of the Secretariat for their exceptional work, without which we would not have accomplished that goal.

The Radio Television Digital News Association of Canada wholly revised its journalistic code of ethics and the new code came into effect on July 1, 2016. The CBSC continues to administer this code for its broadcaster associates.

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.

This year, we did not have as active a corporate year as the previous two years, with the continuance of the CBSC under the *Canada Not-for-profit Corporations Act* and the revision of our by-laws having already been accomplished. The new Board, elected for two years in 2015, will remain in effect under the next annual general meeting.

Our new interactive website came online on December 1, 2015, as anticipated. The site not only simplifies the complaint submission process, but better equips us to manage our files. We took the opportunity to refresh the CBSC's image with new graphics and a new logo. December 1, 2015 was also the date that the new *CBSC Manual* came into effect.

Future Prospects

During this fiscal year, we received the third instalment of the significant benefits stemming from the Bell-Astral transaction. Thanks to this grant, we continued with the translation of previous decisions relating to television broadcasts and updated

our fact sheets and annotated codes. Last year, a portion of these funds also allowed us to design and launch our new website.

For this year, we intend to capitalize on the achievements of the two previous years and continue to serve our broadcaster associates in the facilitation of constructive dialogue between them and their viewers and listeners.

Acknowledgments

I would like to take this opportunity to thank the Adjudicators of the various Panels, representing both the public and the broadcasting industry. Their work is entirely voluntary and each Panel is composed of an equal number of representatives from the public and the broadcasting industry. The Panel Adjudicators are responsible for examining the complaints that we receive and rendering a decision. They spend hours listening to or watching audio and video files, reading lengthy transcripts and attending Panel meetings. Their only reward is the satisfaction of having contributed to the benefit of the Canadian population. Without these volunteers, the CBSC would not be able to fulfill its mandate and, for this, they deserve our recognition.

I also want especially to thank our employees at the Secretariat who accomplish miracles in treating the large number of complaint files that come to us, not to mention the maintenance of the website, fact sheets and annotated codes which are all indispensable tools for our participating broadcasters. Nor can I fail to acknowledge the excellent work of our Nominating Committee members who are responsible for recruiting our Adjudicators, from both the industry and the public. Over the years, they have succeeded in attracting talented Adjudicators and we thank them for that.

Finally, I would be remiss if I did not also thank our broadcasters who are committed to respecting the codes that they themselves adopted. While it is impossible to please everyone all the time, our participants strive to avoid repeating the same errors or omissions. In that respect, I assure them that they can rely on our full and complete collaboration in helping them to ensure that their employees are aware of and understand our codes and decisions.

Andrée Noël
Chair

SUMMARY OF COMPLAINTS 2015-2016

Overview of Correspondence Received

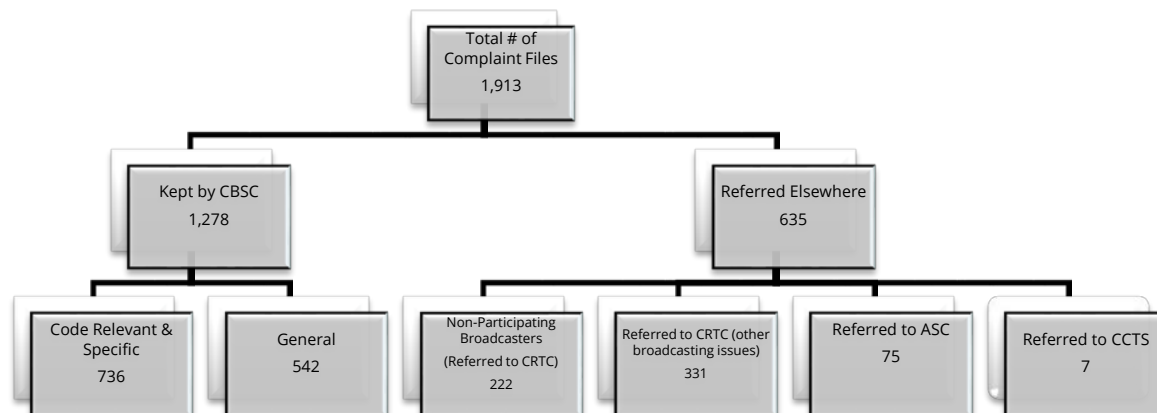
Complaints

In the 2015/2016 fiscal year, the CBSC opened a total of 1,913 complaint files. Of that total, 1,278 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. The CBSC forwarded those complaints to the relevant agencies.

Seven hundred and thirty-six (736) complaints out of the 1,278 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 542 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, etc. Unlike Code Relevant & Specific complaints, in cases of General complaints, the complainants do not have the opportunity to request a CBSC ruling.

The three primary agencies to which the CBSC forwards complaints are the Canadian Radio-Television and Telecommunications Commission (CRTC), Advertising Standards Canada (ASC) and the Commissioner for Complaints for Telecommunications Services (CCTS). The CRTC is the government agency responsible for oversight of the Canadian broadcasting system. Not all Canadian radio and television stations participate in the CBSC, so complaints about content on those stations are sent to the CRTC. The CRTC also deals with other aspects of broadcast regulation, so the CBSC forwards to the CRTC any complaints that mention those issues. ASC is a self-regulatory agency established by the Canadian advertising industry. Most complaints about advertising received by the CBSC are forwarded to ASC, although the CBSC will deal with some broadcast advertising complaints in certain circumstances. The CCTS is a self-regulatory agency established to deal with complaints about certain aspects of telephone and telecommunications services. Those issues do not fall under the CBSC's jurisdiction in any way, so it forwards those complaints to CCTS.

The following is a breakdown of the categories of complaints received this year:



Out of the total number of complaints filed, 1,829 were received directly by the CBSC, 81 were transferred from the CRTC, one came from ASC this year and two came from another organization.

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. There was one such issue this year. The CBSC received 141 complaints about CTV's May 2016 coverage of the controversy surrounding legislation regarding rights for transgendered people. Complainants identified primarily CTV News Channel, CTV Edmonton (CFRN-DT) and CTV Calgary (CFCN-DT) as the source of the reports. They felt that a parental rights advocacy organization had unfairly and inaccurately been labelled "anti-trans". CTV pointed out that the advocacy organization was not named in the reports; the reports simply showed footage of a protest expressing opposition to an Alberta government bill. Of the total complaints received, 118 provided enough information for the CBSC to move forward with its process and of those, only five complainants filed Ruling Requests. At the end of the fiscal year, those five files were awaiting CBSC review.

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 51 pieces of General Correspondence in 2015/2016 which, when added to the Complaints filed, brings the total of files opened in the year to 1,964.

Radio and Television Complaints

As mentioned above, the CBSC opened 1,913 complaint files, but 635 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 1,278 complaints. Of the 1,278 complaint files handled by the CBSC,

- 378 dealt with conventional radio programming;
- 4 dealt with satellite radio programming;
- 840 dealt with conventional or specialty services television programming;
- 16 dealt with pay television programming;
- 9 dealt with general concerns about broadcasting; and
- 31 were not about broadcasting content.

Region of Complaint

This year, the CBSC implemented a new 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 regional and national panels have been eliminated. The CBSC continues, however, to track the Region of Complaint using its previous categorizations: The CBSC categorizes each complaint based on the region in which the broadcaster is located. Exceptions to this rule are English- or third-language broadcasts on pay or specialty television services which are categorized as National Specialty Services (French-language pay or specialty programming is categorized as

Quebec), and programs broadcast nationwide on an English-language conventional television network, are categorized as National Conventional Television.

If a complainant does not mention a specific broadcaster, the complaint is categorized based on the complainant's location. If the complaint does not identify either a specific broadcaster or the complainant's region, the CBSC categorizes it as Non-determined. If the complaint does not concern broadcasting and there is no information about the complainant's location or the complainant lives outside Canada, the CBSC categorizes it as Not Applicable.

Region	Region of Complaint						Total
	Conventional Radio	Satellite Radio	Television (Conventional & Specialty)	Pay Television	N/D	N/A	
Atlantic	11	0	12	0	0	0	23
Quebec	162	1	212	2	1	8	386
Ontario	98	3	77	0	3	9	190
Prairie	80	0	181	0	1	6	268
B.C.	26	0	31	0	1	2	60
National Conventional Television	0	0	78	0	0	0	78
National Specialty Services	0	0	221	14	0	3	238
Non-determined	1	0	28	0	3	3	35
Not Applicable	0	0	0	0	0	0	0
TOTAL	378	4	840	16	9	31	1,278

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 was 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 companies' customer service.

Language of Program

Of the 1,278 complaint files handled by the CBSC,

- 867 complaints dealt with English-language programming;
- 363 dealt with French-language programming;
- 23 dealt with third-language programming;
- 13 complaints did not provide enough information to identify the language of the programming;
- 12 were about non-program-related broadcasting issues, so language was irrelevant.

Source of Program

Of the 1,278 complaint files handled by the CBSC,

- 983 complaints dealt with Canadian programming;
- 165 dealt with foreign programming;
- 101 did not provide enough information to determine the national origin of the programming;
- 29 were about non-program-related broadcasting issues, so source was irrelevant.

Language of Program

	Conventional Radio	Satellite Radio	Conventional & Specialty TV	Pay TV	N/D ¹	N/A ¹	Total
Language							
English	209	4	618	14	4	18	867
French	151	0	206	2	1	3	363
Third Language	17	0	5	0	1	0	23
Non-determined ²	1	0	8	0	3	1	13
Not applicable ²	0	0	3	0	0	9	12
TOTAL	378	4	840	16	9	31	1,278

Source of Program

	Conventional Radio	Satellite Radio	Conventional & Specialty TV	Pay TV	N/D ¹	N/A ¹	Total
Source							
Canadian	350	0	605	2	6	20	983
Foreign	13	2	141	9	0	0	165
Non-determined ²	12	1	78	5	3	2	101
Not applicable ²	3	1	16	0	0	9	29
TOTAL	378	4	840	16	9	31	1,278

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 was 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 bills from telecommunications companies. 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 2015/2016. This table provides a breakdown of only the 378 conventional radio and four satellite radio complaints actually handled by the CBSC.

Type of Program	# of Conventional Radio Complaints	# of Satellite Radio Complaints
Advertising	4	0
Comedy	2	0
Contests	7	0
Drama	0	0
Fantasy	0	0
Information	10	0
Infomercial	0	0
Informal Discourse	72	0
News and Public Affairs	25	0
Open Line/Talk Show	117	1
Promos	9	0
Public Service Announcement	0	0
Religious Program	1	0
Songs	38	1
Sports	12	0
Web Content	91	0
Undetermined	20	0
Non-applicable	0	2

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 840 conventional and specialty television and 16 pay television complaints actually handled by the CBSC.

Type of Program	# of Conventional & Specialty Television Complaints	# of Pay Television Complaints
Advertising	55	0
Animation	12	0
Children's Programming	17	0
Comedy	38	2
Contests	12	0
Drama	49	5
Documentaries	8	1
Fantasy / Science Fiction	15	0
Game Show	8	0
Infomercial	0	0
Informal Discourse	4	0
Information	13	0
Movie	20	9
Music Video / Song	3	0
News and Public Affairs	302	0
Open-Line/Talk Show	79	0
Promos	64	0
Public Service Announcement	4	0
Reality Programming	98	1
Religious	19	0
Sports	57	1
Station ID Logo	2	0
Variety	2	0
Undetermined	36	0
Non-applicable	7	0

Keywords

The CBSC classifies complaints using a set of non-exclusive keywords. As the program-type classification system described above, keyword classification is non-exclusive, *i.e.* allowing for a complaint to be classified under more than one category. This table provides a breakdown of only the 1,278 complaints actually handled by the CBSC (note that, prior to the 2006/2007 Annual Report, the Keywords table provided a breakdown of all files opened by the CBSC, including those classified as General Correspondence; hence any direct Keywords comparisons to earlier Annual Reports must be made with care). Unlike the above tables, both conventional and satellite radio complaints are combined under the heading “Radio”, while conventional, specialty and pay television complaints are all combined under the heading “Television”.

		Keywords					
		Radio #		Television #		Non-Determined or Not applicable #	Total #
	Advisories	2		12		2	16
	Age Discrimination	2		1		0	3
	Bad Taste	2		5		0	7
	Bias/Unfair/Imbalanced Information	27		212		5	244
	Classification/Rating	0		12		0	12
	Coarse Language	31		80		2	113
	Conflict of Interest	5		3		0	8
	Contests – Dangerous	0		0		0	0
	Contests – Unfair	6		9		0	15
	Disability Discrimination	9		31		0	40
	Ethnic Discrimination	9		1		1	11
	Exploitation of Children	2		8		0	10
	Gender Discrimination	54		7		3	64
	Improper Comment/Content	76		96		5	177
	Inaccurate News/Info	38		197		9	244
	Journalistic Conduct	4		3		2	9
	National Discrimination	42		9		0	51
	Other	9		38		10	57
	Privacy	9		18		1	28
	Program Selection/Quality	13		112		3	128
	Racial Discrimination	55		74		1	130
	Religious Discrimination	11		21		0	32
	Representation of Men	0		2		0	2
	Representation of Women	76		8		0	84
	Scheduling	23		133		0	156

Sexual Content	22		120			1	143		
Sexual Orientation - Discrimination	14		4			0	18		
Subliminal Content	0		1			0	1		
Treatment of Callers	10		1			0	11		
Violence	31		97			4	132		

Status of Complaints at Year End

Of the 1,278 files handled by the CBSC, 736 were Code Relevant & Specific complaints. The remaining 542 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 736 Code Relevant & Specific complaints, 412 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Twenty-six (26) complaints were resolved through the release of decisions of the various Panels or the CBSC Secretariat. Two hundred and seventy-one (271) complaints had yet to complete the dialogue process with the broadcaster and 27 complaints for which the complainant has requested a ruling by the CBSC were at various stages in the complaints review process at year-end.

DECISIONS RELEASED 2015-2016

The CBSC issued six (6) Panel Decisions and 52 Summary Decisions, for a total of 58 decisions in 2015/2016.

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, 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 and posts it on the CBSC website, accompanied by a media release. If the Panel finds no breach, the broadcaster is not required to take any further action; if the Panel does find a breach, the broadcaster must generally announce that result on air.

Summary Decisions are issued only 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. 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 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 of the Panel Decisions released this year were about television programming, five English and one 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	0	0	0	0
	Television	5	1	0	6
	Total	5	1	0	6

Overview of Panel Decisions

The first three Panel Decisions released in 2015/2016 dealt with coarse language. *HGTV re Timber Kings* (CBSC Decision 14/15-0784, October 21, 2015) was about a reality show that followed a construction company specializing in custom log buildings. The workers frequently used words such as “shit”, “bitch” and “Jesus” to express surprise or frustration regarding their work. HGTV aired an episode at 7:00 pm with a PG rating and no viewer advisories. The National Specialty Services Panel examined the complaint under the Television Scheduling (Clause 10) and the Viewer Advisory (Clause 11) provisions of the Canadian Association of Broadcasters’ (CAB) *Code of Ethics* as well as the Classification provision (Article 4) of the *CAB Violence Code*. Clause 10 of the *CAB Code of Ethics* states that programs that contain coarse or offensive language intended for adult audiences shall only be broadcast after 9:00 pm (and before 6:00 am). The Panel concluded that the words used in *Timber Kings* were sufficiently mild that they need not be restricted to the 9:00 pm to 6:00 am timeframe, but they can be offensive to some viewers, so HGTV should have aired viewer advisories. The Panel also noted that the PG rating was acceptable since that category allows for mild profanity.

The National Specialty Services Panel came to a different conclusion in *Sportsnet Ontario re Party Poker Premier League Poker* (CBSC Decision 14/15-0908, October 21, 2015) because that case involved the f-word broadcast at 4:00 pm. The word was uttered multiple times in a program that showed poker matches and the players interacting with each other prior to the matches. Sportsnet Ontario did not broadcast viewer advisories during the program. Applying CBSC precedent decisions on the f-word, the Panel found that the unedited f-word should not have been aired before 9:00 pm as per Clause 10 of the *CAB Code of Ethics* and there should have been viewer advisories as per Clause 11. The Panel did, however, note

that Sportsnet acknowledged its error and pulled the program from its line-up until it could ensure compliance with the code.

The next decision, *CHOT-DT re La Voix* (CBSC Decision 14/15-0831, January 13, 2016), dealt with French coarse language in a singing competition reality show broadcast at 7:30 pm. The singing coaches used the words “tabarnac” and “ostie” and viewer advisories were not included in the broadcast. The Quebec Regional Panel found violations of Clause 10 and 11 of the *CAB Code of Ethics* for broadcasting adult coarse language before 9:00 pm without viewer advisories. The Panel acknowledged that CHOT-DT was in a difficult situation whereby it was not permitted to modify the broadcast under its affiliation contract with the TVA network, but it was still responsible for the programming under the *Broadcasting Act* and CBSC-administered codes.

Two news reports were the subject of *CIII-DT (Global Ontario) re News Hour Final (shomi report) & CTV News Channel re Bell Gigabit Fibe report* (CBSC Decision 14/15-1311 & -1393, February 3, 2016). The Global report was about the online video streaming service called shomi which, at the time, was jointly owned by Rogers and Shaw. The report informed viewers that subscription to the service was now open to everyone and mentioned shomi’s extensive video library and exclusive content. A viewer felt that Global was in a conflict of interest by airing this report because it was also owned by Shaw at the time. The same viewer complained about CTV’s coverage of Bell’s faster internet service in Toronto because CTV is owned by Bell Media. The English-Language Panel examined the complaints under the Independence (Article 5) and Conflict of Interest (Article 6) provisions of the Radio Television Digital News Association of Canada’s (RTDNA) *Code of Ethics* and the News provision (Clause 5) of the *CAB Code of Ethics*. The Panel concluded that the codes do not prohibit broadcasters from covering stories involving other business entities owned by the same parent company. The two stories were in the public interest, were presented in an accurate and balanced manner, there was no evidence that management had induced the newsrooms to cover them, and in both cases the relationship between the organizations was disclosed in the reports.

Another news-related decision was *CKCO-DT (CTV Kitchener) re a report on CTV News at Six (“Inappropriate Conversation”)* (CBSC Decision 14/15-1508, April 7, 2016). CTV Kitchener updated viewers on the case of a female high school teacher who had been accused of inappropriate sexual comments made towards a male student. A

6:00 pm report stated that the charges had been dropped because there was not enough evidence to go to trial, but that the judge had ordered the teacher to quit her job. The report included information from an Agreed Statement of Facts and noted that the teacher had entered into peace bond requiring that she refrain from communicating with the student. The 11:30 pm newscast provided much of the same information, but noted that the teacher had chosen to resign. The next day, CTV aired an official correction regarding the teacher's resignation, reiterating that she had resigned voluntarily, not been ordered to do so by the judge. The complaint came from the teacher herself who felt that, despite the on-air correction, CTV had presented inaccurate information and biased coverage of her situation. The English-Language Panel examined the complaint under the relevant news provisions of the *CAB Code of Ethics* (Clauses 5 and 6) and of the *RTDNA Code of Ethics* (Articles 1 and 7). The Panel agreed that CTV Kitchener had breached provisions regarding accuracy with respect to the original misinformation provided about the teacher's resignation, but noted that CTV had respected the Corrections article (Article 7) of the RTDNA Code by airing the correction the next day. With respect to bias, the Panel disagreed with the complainant, since all other information presented had been based on the facts of the court case and on the details contained in the Agreed Statement of Facts which the teacher had signed.

Much re Workaholics ("Dorm Daze") (CBSC Decision 15/16-0525, June 16, 2016) involved a comedy program that follows the lives of three male college dropouts who live and work together. An episode broadcast at 9:00 pm Eastern Time contained a multiplicity of vulgar sexual references and an instance of the f-word in a plotline involving the young men looking for the set of a pornographic movie and being coerced to appear in such a movie. A viewer complained specifically about a scene in which one of the men has his pants pulled down and a small dog is encouraged to lick his behind. The viewer lived in Alberta and so saw the program at 7:00 pm Mountain Time. Much rated the episode 14+ and provided viewer advisories alerting viewers to the sexuality, coarse language and mature subject matter. The English-Language Panel found no breach of the Violence against Animals provision (Article 9) of the *CAB Violence Code* because the scene with the dog was intended for comedic purposes, the dog was not injured and the scene did not promote or glamorize violence against animals. The Panel also concluded that Much did not breach any provisions related to scheduling because the codes state that the time of broadcast is based on the time zone in which the broadcast signal

originates. In this case, Much respected the 9:00 pm rule in its own time zone, even though that meant the program appeared earlier in Alberta. The Panel noted that Much also respected the codes with respect to advisories and classification, but considered that the content was close to the 18+ category.

Summary Decisions

The CBSC issued a total of 52 Summary Decisions this year. As in previous years, the greatest proportion of the Summary Decisions involved English-language television broadcasts. The program genre that generated the most complaints resulting in Summary Decisions was radio talk shows. A breakdown of the language of the broadcasts that resulted in Summary Decisions follows.

Language and Medium of Broadcasts that Resulted in Summary Decisions

Language		English	French	Other	Total
Medium	Radio	18	1	3	22
	Television	27	3	0	30
	Total	45	4	3	52

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2015/2016 was improper comments or content. The CBSC uses that broad category to describe various types of content that do not fall into any of the other categories, such as insulting individuals. Of all the Summary Decisions issued this year, 16 of them raised such issues. The CBSC usually examines those complaints under Clause 6 of the *CAB Code of Ethics* which requires the “full, fair and proper presentation” of news, opinion, editorial and comment. Under that clause, criticism or mild mocking of individuals is acceptable as long as the comments are not gratuitous or hateful. Six of the Summary Decisions related to election night coverage of the October 2015 federal election. Complainants felt that one commentator had made disparaging remarks about outgoing Prime Minister Stephen Harper, but the CBSC concluded those were legitimate political criticism under the code and they had been immediately balanced by positive comments from other analysts.

The second most popular category of complaint resulting in Summary Decisions was biased, unfair or imbalanced content, which was raised in 15 cases. Allegations of bias were leveled at news programming in the majority of cases. Six of the decisions were the same six election night coverage cases mentioned above regarding improper comments, since complainants also felt that the commentator's remarks demonstrated bias against Stephen Harper. Depending on the type of content, the CBSC examines complaints about bias, unfairness or imbalance under Clause 6 of the *CAB Code of Ethics* noted above, or the relevant news provisions of the *CAB Code of Ethics* (Clause 5) or *RTDNA Code of Ethics* (Article 1) which require that news be fair and presented without bias. The CBSC has established that programming can include what might be considered negative comments about an individual or group, but as long as the content is factual and balanced by inclusion of alternate viewpoints, it does not violate the codes.

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	15
Classification/Rating	1
Coarse Language	4
Conflict of Interest	2
Unfair Contest	0
Discrimination Based on Age	0
Discrimination Based on Disability	0
Discrimination Based on Ethnicity	1
Discrimination Based on Gender	0
Discrimination Based on Nationality	1
Discrimination Based on Race	1
Discrimination Based on Religion	2
Discrimination Based on Sexual Orientation	1
Exploitation of Children	0
General Improper Comments/Content	16
Inaccurate News or Information	5
Journalistic Conduct	0
Invasion of Privacy	4

Degrading Representation of Women	1
Degrading Representation of Men	0
Scheduling	7
Sexual Content	3
Subliminal Advertising	0
Treatment of Callers to Open-Line Programs	1
Violence	8
Other	1

*Since some complaints raised more than one issue, the total exceeds 52.

ADJUDICATORS

Below is a list of CBSC Adjudicators who have served for some or all of fiscal 2015/2016.

From September to November 2015, the CBSC was operating with two National Panels, five Regional Panels and one Journalistic Independence Panel, composed of adjudicators representing either the broadcasting industry or the general public. There was also a list of At Large Adjudicators who could serve on any panel if needed. The list below indicates the panel to which each adjudicator belonged during this three month period.

On December 1, 2015, a new panel structure came into effect. There are three Adjudicating Panels: the English-Language Panel, the French-Language Panel and the Journalistic Independence Panel. They are still composed of the following representatives from the industry and the public.

Name	Panel	Affiliation
Bram Abramson	National	Public
Hiroko Ainsworth	B. C.	Public
Michel Arpin	National	Public
Julien Béliveau	Quebec	Public
Charlotte Bell	National	Public
Geneviève Bonin	Journalistic Independence	Public
Denis Bouchard	Quebec	Industry
Daryl Braun	At Large	Industry
Raynald Brière	Quebec	Industry
Mark Bulgutch	Journalistic Independence	Industry
Stephen Callary	Journalistic Independence	Public
Andrew Cardozo	National	Public
André H. Caron	Quebec	Public
Michel Carter	National	Public
Sylvie Charbonneau	Quebec	Public
André Chevalier	At Large	Industry
Karen Clout	Conventional TV	Industry
Cam Cowie	At Large	Industry
Vince Cownden	Prairie	Industry
Sarah Crawford	At Large	Public
Carmen Crépin	Quebec	Public

Rita S. Deverell	National	Public
Dorothy Dobbie	Prairie	Public
Jasmin Doobay	B. C.	Industry
Patrick Dubois	Prairie	Industry
Véronique Dubois	Quebec	Industry
Vic Dubois	Prairie	Industry
Elizabeth Duffy-MacLean	At Large	Public
Marie Senécal Emond	Quebec	Public
Jennifer Evans	Atlantic	Industry
Peter C. Fleming	At Large	Industry
Richard French	At Large	Public
Prem Gill	At Large	Industry
Suzanne Gouin	Journalistic Independence	Industry
Paul Gratton	At Large	Industry
Jim Haskins	Atlantic	Industry
Hanny Hassan	Ontario	Public
Randolph Hutson	National	Public
Monika Ille	Quebec	Industry
Daniel Ish	Prairie	Public
Pamela Jones	Ontario	Public
Tracy E. Kenney	Atlantic	Public
Danny Kingsbury	Ontario	Industry
Éric Latour	Quebec	Industry
Philippa (Pippa) Lawson	B. C.	Public
Kurt Leavins	Prairie	Industry
Gordon Leighton	B. C.	Industry
Carolyn Du-Yi Leu	Specialty Services	Industry
Leesa Levinson	Ontario	Public
Maureen Levitt	B. C.	Industry
Mason Loh	B. C.	Public
Michel Lorrain	Quebec	Industry
James (Jim) Macdonald	National	Public
Bob MacEachern	Atlantic	Industry
Hudson Mack	B. C.	Industry
Carol McDade	Atlantic	Industry
Randy McKeen	Atlantic	Industry
Dany Meloul	Quebec	Industry
Russell Mills	Journalistic Independence	Public

Gilles Moisan	Quebec	Public
Hilary Montbourquette	Prairie	Industry
Roberta Morrison	Atlantic	Public
Olivia Mowatt	B. C.	Industry
Andrée Noël	National	Public
Mike Omelus	At Large	Industry
Mark Oldfield	Ontario	Industry
James (Jim) Page	National	Public
Ragavan Paranchothy	Ontario	Industry
Rey Pagtakhan	Prairie	Public
Joan Pennefather	At Large	Public
Tony Porrello	Quebec	Industry
Dean Proctor	Quebec	Public
John Pungente	Ontario	Public
Helen Del Val	Journalistic Independence	Public
Troy Reeb	Conventional TV	Industry
Joan Rysavy	B. C.	Public
Laura Salvas	Conventional TV	Industry
Simone Sammut	Specialty Services	Industry
Christine Scott	Ontario	Public
Connie Sephton	Specialty Services	Industry
Pierrette Sévigny	National	Public
Mike Shannon	Prairie	Industry
Eleanor Shia	Prairie	Public
Cindy Simard	Quebec	Industry
Glenda Spenrath	Prairie	Industry
Stefan Stanczykowski	Quebec	Industry
Paul Temple	Specialty Services	Industry
Mark Tewksbury	National	Public
Lea Todd	Specialty Services	Industry
Ron Waksman	Specialty Services	Industry
Sally Warren	B. C.	Public
Philip (Pip) Wedge	At Large	Public
Toni-Marie Wiseman	Atlantic	Industry
Andrée Wylie	Ontario	Public
Marta Young	Conventional TV	Industry
Steve Young	Ontario	Industry
Madeline Ziniak	Ontario	Industry

LIST OF CBSC ASSOCIATES BY REGION

Newfoundland & Labrador

CFCB	CHCM	CJON-DT	CKGA	CKXD-FM	VOCM
CFLN-FM	CHOZ-FM	CJYQ	CKIX-FM	CKXG-FM	VOCM-FM
CFSX	CHVO-FM	CKCM	CKVO	CKXX-FM	

Prince Edward Island

CHTN-FM	CKQK-FM
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Nova Scotia

CFLT-FM	CJK-FM	CJFX-FM	CKCH-FM	CKUL-FM
CFRQ-FM	CIOO-FM	CJHK-FM	CKHY-FM	
CHRK-FM	CJCB-TV	CJLS-FM	CKHZ-FM	
CIGO-FM	CJCH-DT	CJNI-FM	CKTO-FM	
CIHF-DT	CJCH-FM	CKBW-FM	CKTY-FM	

New Brunswick

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

Quebec

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

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

Ontario

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

Manitoba

CFAM	CHIQ-FM	CIIT-DT	CJGV-FM	CJVM-FM	CKMM-FM
CFAR-FM	CHMI-DT	CILT-FM	CJIE-FM	CJXR-FM	CKMW-FM
CFJL-FM	CHPO-FM	CINC-FM	CJKR-FM	CKCL-FM	CKND-DT
CFQX-FM	CHSM	CITI-FM	CJOB	CKDM	CKX-FM
CFRW	CHTM-FM	CJAR-FM	CJPG-FM	CKJS	CKXA-FM
CFRY	CHVN-FM	CJBP-FM	CJRB	CKLF-FM	CKY-FM
CFWM-FM	CHWE-FM	CJEL-FM	CJSB-FM	CKLQ	CKY-DT

Saskatchewan

CFGW-FM	CFYM	CILG-FM	CJME	CKBI	CKSE-FM
CFMC-FM	CHAB	CIMG-FM	CJMK-FM	CKBL-FM	CKSW
CFMM-FM	CHBD-FM	CIPA-TV	CJNB	CKCK-FM	CKVX-FM
CFQC-DT	CHBO-FM	CIZL-FM	CJNS-FM	CKCK-DT	
CFRE-DT	CHMX-FM	CJAW-FM	CJSL	CKFI-FM	
CFSK-DT	CHQX-FM	CJCQ-FM	CJSN	CKJH	
CFSL	CHSN-FM	CJDJ-FM	CJVR-FM	CKOM	
CFWD-FM	CHWY-FM	CJGX	CJWW	CKRC-FM	
CFWF-FM	CICC-TV	CJHD-FM	CJYM	CKRM	

Alberta

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

British Columbia

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

Northwest Territories

CJCD-FM

Yukon

CKRW-FM

Specialty Television Services

ABC Spark	Bravo	CPAC	E! Entertainment
Action	Canal D	Crime + Investigation	ESPN Classic Canada
addikTV	Canal d/Investigation	CTV News Channel	EuroWorld Sport
AMI-télé	Canal Vie	Daystar Canada	Évasion
AMI-tv	Cartoon Network Canada	DéjàView	Fairchild Television
Animal Planet	Casa	Discovery Channel	Fairchild TV 2 HD
APTN	CHRGD	Discovery Science	Family Channel
ASN	CMT	Discovery Velocity	Family Jr.
AUX	Comedy	Disney Channel (Canada)	Fashion Television
BBC Canada	Comedy Gold	Disney Junior (Canada)	Food Network Canada
Bloomberg TV Canada	Cosmopolitan TV	Disney la chaîne	FPTV
BNN	Cottage Life	Disney XD (Canada)	FX Canada
Book Television	CP24	DIY Canada	FXX Canada
		DTOUR	

FYI (Canada)	Makeful	radX	Teleniños
G4 (Canada)	MAX	RDS	Teletoon
Game TV	Mediaset Italia	RDS Info	Télétoon
Global News: BC 1	Météomédia	Rewind	Travel + Escape
Gusto TV	MOI & CIE	SCN Television	Treehouse
H2 Canada	MovieTime	Séries+	TSN, TSN 2, 3, 4 & 5
HGTV (Canada)	MTV Canada	Showcase	TV5
HIFI	MTV2	Silver Screen Classics	TVA Sports 1, 2 & 3
Historia	Much	SkyTG24 Canada	Univision
History	MuchLoud	Slice	Viceland
Hollywood Suite 70 Movies	MuchRetro	Smithsonian Channel Canada	VisionTV
Hollywood Suite 80s Movies	MuchVibe	Space	VRAK.TV
Hollywood Suite 90s Movies	MusiquePlus	Sportsnet	The Weather Network
Hollywood Suite 2000s Movies	Nat Geo Wild	Sportsnet 360	W Movies
i channel	National Geographic	Sportsnet One	W Network
IFC (Canada)	Channel (Canada)	Sportsnet World	Wild TV
Investigation Discovery	Nickelodeon Canada	Sundance Channel (Canada)	World Fishing Network
(Canada)	OLN	Talentvision	YOOPA
Juicebox TV	One	Talentvision 2HD	YTV
LCN	Out TV	Telebimbi	Z
Lifetime Canada	OWN	Telelatino	Zeste
Love Nature	Prise 2	Télémagino	
M3			

Pay Television Services

Cinépop	Super Channel	The Movie Network
HBO Canada	Super Écran	TMN Encore

Satellite Radio Services

SiriusXM

APPENDIX

[HGTV re *Timber Kings*](#) (CBSC Decision 14/15-0784, October 21, 2015)

[Sportsnet Ontario re *Party Poker Premier League Poker*](#) (CBSC Decision 14/15-0908, October 21, 2015)

[CHOT-DT re *La Voix*](#) (CBSC Decision 14/15-0831, January 13, 2016)

[CIII-DT \(Global Ontario\) re *News Hour Final* \(shomi report\) & CTV News Channel re Bell Gigabit Fibe report](#) (CBSC Decision 14/15-1311 & -1393, February 3, 2016)

[CKCO-DT \(CTV Kitchener\) re a report on *CTV News at Six* \("Inappropriate Conversation"\)](#) (CBSC Decision 14/15-1508, April 7, 2016)

[Much re *Workaholics* \("Dorm Daze"\)](#) (CBSC Decision 15/16-0525, June 16, 2016)