

ANNUAL REPORT 2014/2015

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CANADIAN BROADCAST STANDARDS COUNCIL

"Private broadcasting, public trust"



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MESSAGE FROM THE CHAIR

Report on the Past Year

It is my pleasure to present our Annual Report for fiscal year 2014/2015. 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.

When applicable, we opt to delay the publication of certain decisions to allow for the resolution of matters in process before the regulatory authority, the Canadian Radio-Television and Telecommunications Commission (CRTC).

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.

Following the continuance of the CBSC under the new *Canada Not-for-profit Corporations Act* and the complete revision of our by-laws, we elected a new Board of Directors and created new Panels, English and French, to replace the former regional panels and national panels for specialty services and conventional television. There are no longer chairs and vice-chairs of each Panel. From now on, it is the composition of the Board of Directors which reflects the geographical reality of the CBSC. I would like to take this opportunity to thank sincerely the former members of the National Executive who were not elected to the new Board of Directors.

Future Prospects

During this fiscal year, we received the second instalment of the significant benefits stemming from the Bell-Astral transaction. This second instalment includes an additional amount to complement the first instalment, in order to account for the fact that the CRTC staggered the payments over five years instead of seven. Thanks to this grant, we started translating previous decisions relating to television broadcasts and we created a new interactive website which will be launched December 1. This site will not only simplify the complaint submission process, but will equip us with better tools to manage our files. We took this opportunity to

refresh the CBSC's image with new graphics and a new logo which will also be unveiled December 1.

This year, we also completed the update of our *Manual* to make it consistent with the new legislative requirements. The new *Manual* will come into effect on December 1. In addition, we remind our broadcaster associates that we are available to inform them about the provisions of the new *Manual* or about any other issue relating to the CBSC's mandate.

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 revision of the *Manual*, 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 2014/2015

Overview of Correspondence Received

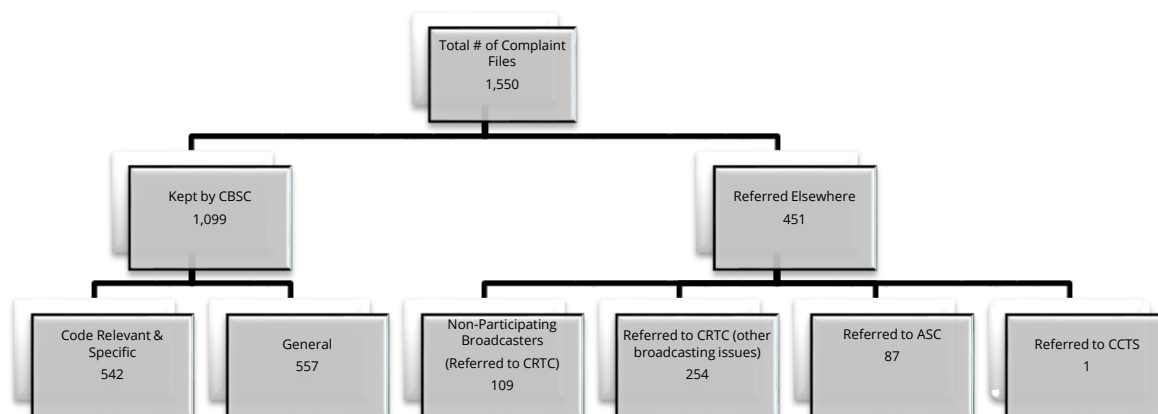
Complaints

In the 2014/2015 fiscal year, the CBSC opened a total of 1,550 complaint files. Of that total, 1,099 fell within the purview of the CBSC's mandate; the remaining 451 were related to either broadcasters or issues that fell under the jurisdiction of other organizations. The CBSC forwarded those complaints to the relevant agencies.

Five hundred and forty-two (542) complaints out of the 1,099 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 557 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, 1,208 were received directly by the CBSC, 339 were transferred from the CRTC, none came from ASC this year and three came from another organization.

Usually, each complaint is filed by an individual person about a single broadcast, but sometimes a single broadcast generates a large number of complaints. That situation occurred this year with respect to comments made on a radio morning show. The hosts complained about the attitude of bicyclists, namely that they act like they are better than motorists and show a lack of courtesy on the roads. One host went so far as to say that cyclists deserve to be run over. That latter comment generated 145 complaints to the CBSC and resulted in a Panel Decision. The CBSC ruled that the hosts were entitled to criticize cyclists and that the comment about running them over was not a serious incitement towards violence. In addition, the hosts had clarified in a subsequent broadcast that they had not really meant that cyclists deserved to be run over.

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 54 pieces of General Correspondence in 2014/2015 which, when added to the Complaints filed, brings the total of files opened in the year to 1,604.

Radio and Television Complaints

As mentioned above, the CBSC opened 1,550 complaint files, but 451 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 1,099 complaints. Of the 1,099 complaint files handled by the CBSC,

- 435 dealt with conventional radio programming;
- 4 dealt with satellite radio programming;
- 620 dealt with conventional or specialty services television programming;
- 11 dealt with pay television programming;
- 9 dealt with general concerns about broadcasting; and
- 20 were not about broadcasting content.

Region of Complaint

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 ¹	N/A ¹	
Atlantic	7	0	9	0	0	0	16
Quebec	223	0	109	4	1	1	338
Ontario	99	4	96	0	3	5	207
Prairie	43	0	43	0	1	1	88
B.C.	61	0	43	0	0	6	110
National Conventional	0	0	77	0	0	0	77
National Specialty Services	0	0	211	7	0	2	220
Non-determined	2	0	32	0	4	3	41
Not Applicable	0	0	0	0	0	2	2
TOTAL	435	4	620	11	9	20	1,099

¹The 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 1,099 complaint files handled by the CBSC,

- 748 complaints dealt with English-language programming;
- 325 dealt with French-language programming;
- 15 dealt with third-language programming;
- 2 complaints did not provide enough information to identify the language of the programming;
- 9 were about non-program-related broadcasting issues, so language was irrelevant.

Language of Program

Language	Conventional Radio	Satellite Radio	Conventional & Specialty TV	Pay TV	N/D ¹	N/A ¹	Total
English	212	4	508	7	6	11	748
French	215	0	104	4	2	0	325
Third Language	8	0	7	0	0	0	15
Non-determined ²	0	0	1	0	1	0	2
Not applicable ²	0	0	0	0	0	9	9
TOTAL	435	4	620	11	9	20	1,099

¹As 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.

²The 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.

Source of Program

Of the 1,099 complaint files handled by the CBSC,

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

Source of Program

Source	Conventional Radio	Satellite Radio	Conventional Specialty TV	& Pay TV	N/D¹	N/A¹	Total
Canadian	415	1	477	4	8	12	917
Foreign	13	2	110	2	0	0	127
Non-determined ²	7	1	33	5	1	0	47
Not applicable ²	0	0	0	0	0	8	8
TOTAL	435	4	620	11	9	20	1,099

¹As 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.

²The 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 2014/2015. This table provides a breakdown of only the 435 conventional radio and four satellite radio complaints actually handled by the CBSC.

Type of Program	# of Conventional Radio Complaints	# of Satellite Radio Complaints
Advertising	12	0
Comedy	5	1
Contests	15	0
Drama	0	0
Fantasy	0	0
Information	8	0
Infomercial	1	0
Informal Discourse	72	0
News and Public Affairs	15	0
Open Line/Talk Show	280	0
Promos	1	0
Public Service Announcement	1	0
Religious Program	1	0
Songs	32	3
Sports	12	0
Web Content	10	0
Undetermined	0	0
Non-applicable	1	0

Type of Program - Television

As explained in the immediately preceding section, the CBSC classifies the type of programming of its complaints in a non-exclusive manner. The reader should refer to that explanation to understand the numbers provided in the table below. This table provides a breakdown of only the 620 conventional and specialty television and 11 pay television complaints actually handled by the CBSC.

Type of Program	# of Conventional & Specialty Television Complaints	# of Pay Television Complaints
Advertising	93	1
Animation	18	0
Children's Programming	13	0
Comedy	31	1
Contests	27	0
Drama	32	2
Documentaries	6	1
Fantasy/Science Fiction	4	0
Game Show	3	0
Infomercial	2	0
Informal Discourse	3	0
Information	26	0
Movie	28	5
Music Video / Song	4	0
News and Public Affairs	54	1
Open-Line/Talk Show	25	0
Promos	41	0
Public Service Announcement	6	0
Reality Programming	49	0
Religious	12	0
Sports	32	1
Station ID Logo	0	0
Variety	3	0
Undetermined	29	1
Non-applicable	0	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 1,099 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".

Keyword	Radio #	Television #	Non-determined or Not Applicable #	Total #
Advisories	0	14	0	14
Age Discrimination	1	1	0	2
Bad Taste	4	5	0	9
Bias/Unfair/Imbalanced Information	40	49	6	95
Classification/Rating	0	22	0	22
Coarse Language	37	57	1	95
Conflict of Interest	3	38	2	43
Contest – Dangerous	0	0	0	0
Contest – Unfair	8	28	0	36
Disability Discrimination	8	4	1	13
Ethnic Discrimination	5	3	1	9
Exploitation of Children	3	11	1	15
Gender Discrimination	13	3	1	17
Improper Comments	71	87	4	162
Inaccurate News/Info	48	63	3	114
Journalistic Conduct	2	13	0	15
National Discrimination	13	7	1	21
Other	0	9	6	15
Privacy	21	36	1	58

Program Selection/Quality	18			121			5	144	
Racial Discrimination	20			10			2	32	
Religious Discrimination	14			16			0	30	
Representation of Men	2			3			0	5	
Representation of Women	26			8			0	34	
Scheduling	28			127			0	155	
Sexual Content	23			84			1	108	
Sexual Orientation - Discrimination	10			6			1	17	
Subliminal Content	0			1			1	2	
Treatment of Callers	12			0			0	12	
Violence	169			98			0	267	

Status of Complaints at Year End

Of the 1,099 files handled by the CBSC, 542 were Code Relevant & Specific complaints. The remaining 557 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 542 Code Relevant & Specific complaints, 318 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Fifty (50) complaints were resolved through the release of decisions of the various Panels or the CBSC Secretariat. One hundred and forty-six (146) complaints had yet to complete the dialogue process with the broadcaster and 28 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

The CBSC issued seven (7) Panel Decisions and 58 Summary Decisions, for a total of 65 decisions in 2014/2015.

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

Of the seven Panel Decisions released this year, four were about television programming and three were about radio programming. Two involved English-language programming, four involved French-language broadcasts and one involved a third-language broadcast. 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	2	0	3
	Television	1	2	1	4
	Total	2	4	1	7

Overview of Panel Decisions

TVA re Les jeunes loups dealt with two episodes of a dramatic series about investigative journalists. Both of the episodes contained instances of coarse language, such as “hostie”, “câllice”, “chrissé” and the English word “fuck”. One of the episodes also contained scenes of violence and sexuality. TVA aired the episodes at 9:00 pm with a “13+V” classification (“V” meaning “violence”), but no viewer advisories. A viewer complained about this lack of advisories. The CBSC’s Quebec Regional Panel concluded that 13+ was the appropriate classification because the sexuality and violence were not particularly explicit. Given that the program aired at 9:00 pm, there was no need to mention sex or violence in any viewer advisory. In contrast, the coarse language did constitute language intended for adult audiences, so the program should have contained a viewer advisory alerting viewers to this element of the program, as per the requirements of Clause 11 of the Canadian Association of Broadcasters’ (CAB) *Code of Ethics*. TVA also violated Article 4 of the *CAB Violence Code* which requires that the classification icon appear for a minimum of 15 seconds at the beginning of the broadcast; TVA only displayed the icon for 10 seconds.

Coarse language was also at issue in *CP24 re an interview with Mike Tyson*. A CP24 reporter interviewed the former boxing champion and referred to Tyson as a convicted rapist. Tyson took offense, repeatedly calling the reporter a “piece of shit” and using the f-word. The reporter tried to prevent Tyson’s profanities by reminding him that they were on live television, but he allowed the interview to continue and Tyson continued to use coarse language. The reporter eventually ended the interview. This segment aired at 1:50 pm without viewer advisories. Five viewers complained that the interview was unsuitable for daytime television, two of whom filed Ruling Requests. The CBSC’s National Specialty Services Panel concluded that CP24 breached Clause 10 of the *CAB Code of Ethics* for broadcasting extremely coarse language during the day. It also concluded that CP24 did not violate Clause 11 of the

code regarding viewer advisories because the station could not have anticipated the use of profanities.

As in the last few years, the CBSC again dealt with a televised contest program in *V re L'instant gagnant (round 3)*. *L'instant gagnant* features hosts who present quizzes and puzzles on screen and invite viewers to phone the program for the chance to solve them and win cash prizes. Each call costs \$1 regardless of whether or not the caller gets through to the studio. At the end of each contest segment, a solution is shown on screen. Viewers complained that the show is a scam and that the solutions to many of the puzzles are incomprehensible. The Quebec Regional Panel examined three episodes of the program in which the contests involved adding all the numbers and figures in an image. The Panel had no problem with certain ploys, such as considering letters to constitute Roman numerals, but it did find that imperceptible differences in the length of a line or undetectable breaks in numbers were misleading and unfair contrary to Clause 12 of the *CAB Code of Ethics*. Because this was the third time the CBSC found problems with this program, V was required to provide the CBSC with a plan for preventing another breach. V committed to eliminate the problematic games, shorten the duration of the program, monitor it more carefully, and make donations to charities. Ultimately, V ceased airing the program at the end of August 2015.

A viewer alleged an invasion of privacy in *Fairchild Television re News Report (Renovation Scam)*. A news report on the Cantonese-language specialty service told the story of a contractor who had allegedly failed to complete the home renovation services he had promised to a homeowner. A viewer complained that the report had included an image of the renovator's business card, on which his name, photograph, address, telephone number and email address were displayed, as well as a scene showing the exterior of his home, which was also his business address. The viewer also complained that the report had been unfair towards the renovator. The Specialty Services Panel concluded that there was no violation of privacy under Article 4 of the Radio Television Digital News Association of Canada's *Code of Ethics* because business cards are marketing tools for businesses and therefore contain publicly-accessible information. Showing the location from where the contractor operates his business was also not problematic because he advertised his business using that address. The Panel concluded that the report was not unfair because broadcasters are allowed to air reports that present negative information about companies and the contractor was provided the opportunity to present his side of the story, but declined the offer.

CFBK-FM re a “*Shots & Afterthoughts*” segment also dealt with privacy, this time in the context of a radio editorial. A listener had sent a message to the station via the private messaging feature on its Facebook page. Her message had criticized the abilities of one particular host. That host then responded to those criticisms on air, providing the listener’s full name. The listener complained to the CBSC, alleging that the host had invaded her privacy and insulted her. The Ontario Regional Panel found that the host’s comments about the listener were not at all malicious. The Panel also concluded that the broadcast of the complainant’s full name did not infringe her privacy because she had sent her message to an account that could be seen by all station employees and did not mark it as “private and confidential”. There was no breach of Clause 6 of the *CAB Code of Ethics*, which requires “fair and proper” presentations of editorials.

In *CHOI-FM* re *Le show du matin (cyclists)*, the CBSC dealt with comments made by morning radio hosts. The hosts complained that bicyclists demonstrate discourteous behaviour on the roads and act like they are better than motorists. One host went so far as to say that cyclists deserve to be run over by a car. The CBSC received 145 complaints about the broadcast. The Quebec Regional Panel concluded that the comment was an exaggeration denoting frustration rather than a serious promotion of violence which would be prohibited under Clause 9(a) of the *CAB Code of Ethics*. The Panel did, however, find problems with the broadcast of coarse language at a time when children could be listening under Clause 9(c) of the code. This was the third occasion on which *CHOI-FM* was found in violation of that clause, so it was required to provide the CBSC with a plan to prevent future broadcasts of coarse language. The station scheduled a meeting with CBSC staff to discuss the matter.

Comments about women were the subject of *CHIK-FM* re *Dupont le matin*. The hosts of a morning talk radio program were discussing how gender roles have changed since the era of their grandparents. One host recounted what his friend had said: that women only gained power in society when they started giving blowjobs. A listener complained that this remark was sexist. The Quebec Regional Panel decided that the broadcast did not violate any of the provisions relating to representation of women (such as the human rights clauses of the *CAB Code of Ethics* and *Equitable Portrayal Code*, and clauses regarding stereotyping and degrading material found in the *Equitable Portrayal Code*) because, although the language used was vulgar, the opinions were not abusive or unduly discriminatory or negative towards women.

Summary Decisions

The CBSC issued a total of 58 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	23	5	1	28
	Television	26	3	0	30
	Total	49	8	1	58

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2014/2015 was discrimination against identifiable groups based on nationality, ethnicity, race, religion or disability. A total of 17 Summary Decisions addressed concerns of that nature. It is notable that none of the complaints that resulted in Summary Decisions raised issues regarding discrimination based on sex/gender or sexual orientation this year. The CBSC has long held that broadcasters are allowed to air criticisms of organizations or groups based on their political views and policies, particularly if those criticisms are levelled at only a sub-set of the group who hold particular views. Such comments do not constitute abusive or unduly discriminatory material or any other form of negative portrayal on the basis of identity. Comments that are merely impolite or lightly mocking regarding an identifiable group are also acceptable.

Another category of complaint that resulted in numerous Summary Decisions was inaccurate information. The number of Summary Decisions that dealt with that issue totalled 14. There are often differences of opinions surrounding controversial issues or events; presenting arguments to support a particular opinion does not constitute inaccurate information, especially if multiple sides of an issue are presented. Moreover, the CBSC is not an evidence-gathering body and cannot conduct in-depth research on a topic or investigate off air occurrences.

A topic related to accuracy is bias, which was raised in 11 of the complaints that resulted in Summary Decisions. Talk shows, public affairs programs and other types of opinion-based programs are allowed to present criticisms of political policies, actions and viewpoints. Broadcasters cannot be expected to mention every fact or viewpoint surrounding an issue. Programs are all the more acceptable if multiple viewpoints are presented.

Another category of complaint that resulted in 10 Summary Decisions was violence in both television and radio programming. With respect to images on television, scenes that suggest violence rather than actually show it are acceptable at any time of day. Graphic violence is acceptable after 9:00 pm when accompanied by viewer advisories and appropriate classification ratings. With respect to verbal content, not all mentions of violence constitute serious encouragement or glorification of violence that would violate a code.

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	1
Biased/Unfair/Imbalanced Information	11
Classification/Rating	2
Coarse Language	5
Conflict of Interest	1
Unfair Contest	2
Discrimination Based on Age	0
Discrimination Based on Disability	4
Discrimination Based on Ethnicity	1
Discrimination Based on Gender	0
Discrimination Based on Nationality	4
Discrimination Based on Race	2
Discrimination Based on Religion	6
Discrimination Based on Sexual Orientation	0
Exploitation of Children	0
General Improper Comments/Content	8
Inaccurate News or Information	14
Journalistic Conduct	2
Invasion of Privacy	6
Degrading Representation of Women	0
Degrading Representation of Men	0
Scheduling	7
Sexual Content	4
Subliminal Advertising	0
Treatment of Callers to Open-Line Programs	0
Violence	10
Other	0

*Since some complaints raised more than one issue, the total exceeds 58.

ADJUDICATORS

Below is a list of CBSC Adjudicators who have served for some or all of fiscal 2014/2015.

There may be up to six public Adjudicators and six industry Adjudicators on each Regional Panel. The two National Panels share twelve Public Adjudicators and each has six Industry Adjudicators; they are chaired by the National Chair. Since Adjudicators come and go during the year, it may appear that Panels have more than the maximum number of Adjudicators.

There is also a category of At Large Adjudicators. These Adjudicators may sit on any of the Panels on an *ad hoc* basis, representing either the public or industry, depending on their most recent affiliation. There are up to sixteen positions that may be held by At Large Adjudicators.

Name	Panel	Affiliation
Hiroko Ainsworth	B.C.	Public
Michel Arpin	National Public	Public
Julien Béliveau	Quebec	Public
Charlotte Bell	Atlantic	Public
Geneviève Bonin	Journalistic Independence	Public
Daryl Braun	At Large	Industry
Mark Bulgutch	Journalistic Independence	Industry
Stephen Callary	Journalistic Independence	Public
Andrew Cardozo	National Public	Public
André H. Caron	Quebec	Public
Michel Carter	National Public	Public
Sylvie Charbonneau	Quebec	Public
André Chevalier	At Large	Industry
Cam Cowie	At Large	Industry
Vince Cownden	Prairie	Industry
Sarah Crawford	At Large	Industry
Dorothy Dobbie	Prairie	Public
Jasmin Doobay	B.C.	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
Bernard Guérin	Journalistic Independence	Industry
Hanny Hassan	Ontario	Public
Kathie Hicks	Atlantic	Public
Monika Ille	Quebec	Industry
Daniel Ish	Prairie	Public
Philippa (Pippa) Lawson	B.C.	Public
Kurt Leavins	Prairie	Industry
Gordon Leighton	B.C.	Industry
Du-Yi Leu	National Specialty Services	Industry
Leesa Levinson	Ontario	Public
Maureen Levitt	B.C.	Industry
Mason Loh	B.C.	Public
James (Jim) Macdonald	National Conventional TV	Industry
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	Public
Mike Omelus	At Large	Industry
Mark Oldfield	Ontario	Industry
James Page	National Public	Public
Rey Pagtakhan	Prairie	Public
Joan Pennefather	At Large	Public
Tom Plasteras	B.C.	Industry

Tony Porrello	Quebec	Industry
John Pungente	Ontario	Public
Helen Del Val	Journalistic Independence	Public
Troy Reeb	National Conventional TV	Industry
Bill Roberts	National Specialty Services	Industry
Joan Rysavy	B.C.	Public
Connie Sephton	National Specialty Services	Industry
Pierrette Sévigny	National Public	Public
Eleanor Shia	Prairie	Public
Cindy Simard	Quebec	Industry
Glenda Spenrath	Prairie	Industry
Mark Tewksbury	National Public	Public
Lea Todd	National Specialty Services	Industry
Ron Waksman	National Specialty Services	Industry
Sally Warren	B.C.	Public
Philip (Pip) Wedge	At Large	Public
Toni-Marie Wiseman	Atlantic	Industry
Andrée Wylie	Ontario	Public
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	CFGF-FM	CFTM-DT	CHGO-FM	CHRL-FM	CITE-FM
CFCF-DT	CFIX-FM	CFTX-FM	CHIK-FM	CHSV-FM	CITF-FM
CFCM-DT	CFJO-FM	CFVD-FM	CHLT-DT	CHVD-FM	CJAB-FM
CFDA-FM	CFJP-DT	CFVM-FM	CHLX-FM	CHXX-FM	CJAD
CFEI-FM	CFKM-DT	CFVS-DT	CHMP-FM	CIGB-FM	CJDM-FM
CFEL-FM	CFKS-DT	CFXM-FM	CHOA-FM	CIKI-FM	CJEB-FM
CFEM-DT	CFLO-FM	CFZZ-FM	CHOI-FM	CILM-FM	CJEC-FM
CFER-TV	CFMB	CHAU-DT	CHOM-FM	CIME-FM	CJFM-FM
CFGE-FM	CFOM-FM	CHEM-DT	CHOT-TV	CIMF-FM	CJGO-FM
CFGL-FM	CFRS-DT	CHEQ-FM	CHRD-FM	CIMO-FM	CJIT-FM
CFGS-DT	CFTF-DT	CHEY-FM	CHRF	CIMT-DT	CJLA-FM

CJLM-FM	CJNT-DT	CKDG-FM	CKMF-FM	CKOY-FM	CKVM-FM
CJLV	CJOI-FM	CKGM	CKMI-DT	CKRN-DT	CKXO-FM
CJMF-FM	CJPM-DT	CKGS-FM	CKOB-FM	CKRS-FM	CKYK-FM
CJMM-FM	CKAC	CKLD-FM	CKOF-FM	CKRT-DT	CKYQ-FM
CJMV-FM	CKBE-FM	CKLX-FM	CKOI-FM	CKTF-FM	

Ontario

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

Manitoba

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

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

CKYX-FM

British Columbia

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

Northwest Territories

CJCD-FM

Yukon

CKRW-FM

Television Specialty Services

ABC Spark	BITE TV	Comedy Gold	Disney Jr. (En)
Action	BNN	Cosmopolitan TV	Disney Jr. (Fr)
addikTV	Book Television	Cottage Life	Disney XD Canada
AMI-tv	BPM TV	CP24	DIY Canada
Animal Planet	Bravo	CPAC	DTOUR
APTN	Canal D	Crime + Investigation	E! Entertainment
Argent	Canal d/Investigation	CTV News Channel	ESPN Classic Canada
ASN	Canal Vie	Daystar Canada	EuroWorld Sport
AUX	Cartoon Ntwk Canada	DéjàView	Évasion
AXN Movies	Casa	Discovery Channel	Fairchild Television
BBC Canada	CMT	Discovery Science	Fairchild TV 2 HD
Bio	Comedy	Discovery Velocity	Family Channel

Fashion Television	Mediaset Italia	RDS	Teletoon Retro
Food Network	Météomédia	RDS Info	Télétoon Rétro
FPTV	MGM Channel	Rewind	Travel + Escape
FX Canada	MOI & CIE	SCN Television	Treehouse
FXX Canada	MovieTime	Séries+	TSN, TSN 2, TSN 3,
FYI (Canada)	MTV Canada	Showcase	TSN 4 & TSN 5
G4 Canada	MTV2	Silver Screen Classics	TV5
Game TV	Much	SkyTG24 Canada	TVA Sports 1, 2, 3
Global News: BC 1	MuchLoud	Slice	Univision
Gol TV Canada	MuchRetro	Smithsonian Channel	VisionTV
Gusto TV	MuchVibe	Sony Movie Channel	VRAK.TV
H2 Canada	MusiMax	Space	WarnerFilms
HGTV (Canada)	MusiquePlus	Sportsnet	The Weather Network
HIFI	Nat Geo Wild	Sportsnet 360	W Movies
Historia	National Geographic	Sportsnet One	W Network
History	NHL Network	Sportsnet World	Wild TV
i channel	Nickelodeon Canada	Sun News Network	World Fishing Network
IFC (Canada)	OLN	Sundance Channel	YOOPA
Investigation Discovery	One	Talentvision	YTV
Juicebox TV	Out TV	Talentvision 2HD	Z
LCN	OWN	Teledatino	Zeste
Lifetime Canada	The Pet Network	Teleniños	
Love Nature	Prise 2	Teletoon	
M3	radX	Télétoon	

Pay Television Services

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

Satellite Radio Services

SiriusXM

APPENDIX

[TVA re *Les jeunes loups*](#) (CBSC Decision 13/14-0808, September 10, 2014)

[V re *L'instant gagnant \(round 3\)*](#) (CBSC Decision 13/14-1121 & -1575, January 28, 2015)

[CP24 re an interview with Mike Tyson](#) (CBSC Decision 14/15-0071, April 8, 2015)

[Fairchild Television re News Report \(Renovation Scam\)](#) (CBSC Decision 13/14-1886, April 7, 2015)

[CHOI-FM re *Le show du matin \(cyclists\)*](#) (CBSC Decision 14/15-0563+, July 15, 2015)

[CHIK-FM re *Dupont le matin*](#) (CBSC Decision 14/15-0838, August 6, 2015)

[CFBK-FM re a "Shots & Afterthoughts" segment](#) (CBSC Decision 14/15-0554, August 28, 2015)