

ANNUAL REPORT 2012/2013

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CANADIAN BROADCAST STANDARDS COUNCIL

"Private broadcasting, public trust"



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1. MESSAGE FROM THE NATIONAL CHAIR

Report on the past year

It is my pleasure to present our Annual Report for fiscal year 2012/2013, the first full fiscal year since my arrival at the CBSC. During this fiscal year, we achieved our objective of speeding up the CBSC decision process, such that all files are now treated 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.

In a few cases, however, we opted 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).

With respect to complaints regarding programs in foreign languages, it is always more difficult to strike an Adjudicating Panel composed of members who have a working knowledge of the foreign language. For this reason, when we receive complaints of this nature, we are not necessarily able to release those decisions within four months.

The following pages contain a summary of the complaints received during this fiscal year and 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.

Future prospects

Last year, we expressed our desire to re-evaluate our online complaints submission process in order to make it more efficient and user-friendly, given the volume of complaints that we treat each year. With that in mind, we requested and obtained benefits from Bell Media in the context of the tangible benefits stemming from the Bell-Astral transaction. This half-million-dollar grant, payable over seven years, will allow us to translate our

old television decisions as well as create a new, interactive website which will simplify the complaints submission process for complainants and, at the same time, provide us with better tools to manage the files.

On another topic, the CBSC has initiated the steps to be continued under the new *Canada Not-for Profit Corporations Act* in order to maintain its corporate existence. To meet the requirements of the new act, we are currently undertaking a complete overhaul of our by-laws. We will also have to revise the provisions of the *Manual* to make them consistent with the new legislative requirements. This should not, however, have any impact on our function as a self-regulatory agency, as its only purpose is to simplify our corporate existence.

Acknowledgements

I would like to take this opportunity to thank all of the Panel Adjudicators representing both the public and the industry. Their work is entirely voluntary and each Panel is composed of an equal number of representatives from the public and the broadcasting industry. Panel Adjudicators are responsible for reviewing the complaints received and issuing a decision. They spend hours listening to or watching audio and video files, reading lengthy transcripts and attending Panel meetings with no other reward than the satisfaction of having contributed to the benefit of the Canadian population. Without these volunteers, the CBSC could not fulfill its mandate and I thank them for their contribution.

I would also especially like to thank the staff of the CBSC Secretariat who accomplish miracles by treating a large number of complaint files while maintaining the updated fact sheets, which are an indispensable tool for our participants. 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 cooperation in helping them to ensure that their employees are aware of and understand our codes and decisions.

Andrée Noël

National Chair

2. SUMMARY OF COMPLAINTS

OVERVIEW OF CORRESPONDENCE RECEIVED

Complaints

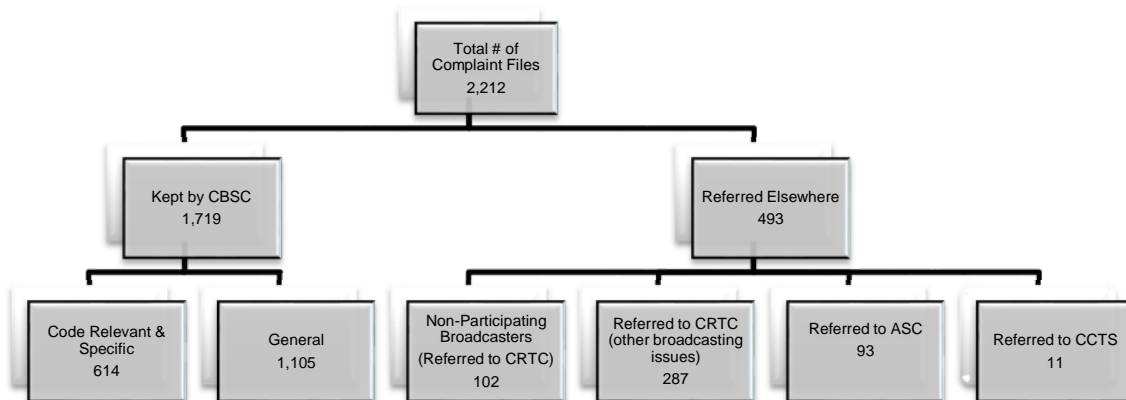
In the 2012/2013 fiscal year, the CBSC opened a total of 2,212 complaint files. Of that total, 1,719 fell within the purview of the CBSC's mandate; the remaining 493 were related to either broadcasters or issues that fell under the jurisdiction of other organizations. The CBSC forwarded those complaints to the relevant agencies.

Six hundred and fourteen (614) complaints out of the 1,719 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 1,105 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 any complaints that mention those issues to the CRTC. 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, 1,343 were received directly by the CBSC, 866 were transferred from the CRTC, 2 were received from the ASC and 1 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 by the host of a talk radio program. On July 9, 2013, host Stéphane Gendron, who is also mayor of Huntingdon, talked about his municipality's problems with an over-population of stray cats. He stated that he runs the cats over with his pick-up truck without remorse. The CBSC received 324 complaints about the broadcast. The majority of complainants had only read or heard about the comments after they generated publicity in the press. A

total of 13 individuals did hear the original broadcast and were offered the opportunity to request a CBSC ruling following the station's response. In addition to the station sending personalized responses to each of the 13 complainants as per the usual CBSC process, Gendron clarified on air that he had been using "dark humour" to discuss the problem of over-population of stray cats and he posted a letter of apology on the station's website. None of the 13 complainants subsequently filed Ruling Requests, so the CBSC considered the matter resolved and closed the files.

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 76 pieces of General Correspondence in 2012/2013 which, when added to the Complaints filed, brings the total number of files opened in the year to 2,288.

RADIO AND TELEVISION COMPLAINTS

As mentioned above, the CBSC opened 2,212 complaint files, but 493 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 1,719 complaints. Of the 1,719 complaint files handled by the CBSC,

- 908 dealt with conventional radio programming;
- 9 dealt with satellite radio programming;
- 742 dealt with conventional or specialty services television programming;
- 4 dealt with pay television programming;
- 8 dealt with general concerns about broadcasting; and
- 48 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.

<u>Region of Complaint</u>							
Region	Conventional Radio	Satellite Radio	Television (Conventional & Specialty)	Pay Television	N/D¹	N/A¹	Total
Atlantic	56	0	9	0	0	1	66
Quebec	497*	2	204	0	3	16	722
Ontario	254	2	81	0	0	6	343
Prairie	67	1	28	0	1	7	104
B.C.	33	1	31	0	0	1	66
National Conventional Television	0	0	295	4	0	7	306
National Specialty Services	1	3	27	0	4	1	36
Non- determined							
TOTAL	908	9	742	4	8	48	1,719

*This number includes the 324 complaints concerning a single broadcast.

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 1,719 complaint files handled by the CBSC,

- 967 complaints dealt with English-language programming;
- 702 dealt with French-language programming;
- 26 dealt with third-language programming;
- 6 complaints did not provide enough information to identify the language of the programming;
- 18 were about non-program-related broadcasting issues, so language was irrelevant.

SOURCE OF PROGRAM

Of the 1,719 complaint files handled by the CBSC,

- 1,402 complaints dealt with Canadian programming;
- 246 dealt with foreign programming;
- 48 did not provide enough information to determine the national origin of the programming;
- 23 were about non-program-related broadcasting issues, so source was irrelevant.

<u>Language of Program</u>							
Language	Conventional Radio	Satellite Radio	Conventional & Specialty TV	Pay TV	N/D¹	N/A¹	Total
English	404	1	526	4	5	27	967
French	486*	0	198	0	2	16	702
Third Language	16	0	10	0	0	0	26
Non-determined ²	2	0	3	0	1	0	6
Not applicable ²	0	8	5	0	0	5	18
TOTAL	908	9	742	4	8	48	1,719

*This number includes the 324 complaints about a single broadcast.

<u>Source of Program</u>							
Source	Conventional Radio	Satellite Radio	Conventional & Specialty TV	Pay TV	N/D¹	N/A¹	Total
Canadian	871*	0	485	0	5	41	1,402
Foreign	25	0	215	4	0	2	246
Non-determined ²	12	0	33	0	3	0	48
Not applicable ²	0	9	9	0	0	5	23
TOTAL	908	9	742	4	8	48	1,719

*This number includes the 324 complaints about a single broadcast.

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 2012/2013. This table provides a breakdown of only the 908 conventional radio and 9 satellite radio complaints actually handled by the CBSC.

Type of Program	# of Conventional Radio Complaints	# of Satellite Radio Complaints
Advertising	11	0
Comedy	7	0
Contests	20	0
Drama	0	0
Fantasy	0	0
Information	4	0
Infomercial	0	0
Informal Discourse	108	0
News and Public Affairs	26	0
Open Line/Talk Show	674*	0
Promos	9	0
Public Service Announcement	1	0
Religious Program	0	0
Songs	43	0
Sports	21	0
Undetermined	3	0
Non-applicable	0	9

*This number includes the 324 complaints about a single broadcast.

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 742 conventional and specialty television and 4 pay television complaints actually handled by the CBSC.

Type of Program	# of Conventional & Specialty Television Complaints	# of Pay Television Complaints
Advertising	95	0
Animation	19	0
Children’s Programming	8	0
Comedy	46	0
Contests	78	0
Drama	29	1
Documentaries	10	0
Fantasy / Science Fiction	4	0
Game Show	2	0
Infomercial	2	0
Informal Discourse	0	0
Information	36	0
Movie	22	1
Music Video / Song	10	0
News and Public Affairs	226	0
Open-Line/Talk Show	19	0
Promos	38	0
Public Service Announcement	7	0
Reality Programming	52	0
Religious	17	0
Sports	34	2
Station ID Logo	4	0
Variety	7	0
Undetermined	16	0
Non-applicable	9	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 1,719 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	3	11	0	14
Age Discrimination	1	3	0	4
Bad Taste	9	4	0	13
Bias/Unfair/Imbalanced Information	69	89	0	158
Classification/Rating	0	8	0	8
Coarse Language	64	54	0	118
Conflict of Interest	37	5	0	42
Contests -- Dangerous	1	0	0	1
Contests -- Unfair	1	76	0	77
Disability Discrimination	8	4	0	12
Ethnic Discrimination	5	45	0	50
Exploitation of Children	1	6	1	8
Gender Discrimination	55	6	0	61
Improper Comments	142	52	1	195
Inaccurate News/Info	27	62	2	91
Journalistic Conduct	1	11	1	13
National Discrimination	39	14	0	53
Other	19	29	1	49
Privacy	25	26	1	52
Program Selection/Quality	19	81	1	101
Racial Discrimination	65	36	0	101
Religious Discrimination	60	28	0	88
Representation of Men	2	5	0	7
Representation of Women	28	20	1	49
Scheduling	39	150	0	189
Sexual Content	29	103	0	132
Sexual Orientation -- Discrimination	27	10	0	37
Subliminal Content	0	0	0	0
Treatment of Callers	20	2	0	22
Violence	392*	109	1	502

*This number includes the 324 complaints about a single broadcast.

STATUS OF COMPLAINTS AT YEAR END

Of the 1,719 files handled by the CBSC, 614 were Code Relevant & Specific complaints. The remaining 1,105 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 614 Code Relevant & Specific complaints, 355 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Fifty-five (55) complaints were resolved through the release of decisions of the various Panels or the CBSC Secretariat. One hundred and eighty-one (181) complaints have yet to complete the dialogue process with the broadcaster and 23 complaints for which the complainant has requested a ruling by the CBSC were at various stages in the complaints review process at year-end.

3. DECISIONS RELEASED IN 2012/2013

The CBSC issued 18 Panel Decisions and 62 Summary Decisions, for a total of 80 decisions in 2012/2013.

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 of the correspondence from both the complainant and the broadcaster related to the complaint 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 press 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 18 Panel Decisions released this year, eleven were about television programming and seven were about radio programming. Seven involved English-language programming, nine involved French-language broadcasts, and two involved third-language broadcasts. 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	4	2	1	7
	Television	3	7	1	11
	Total	7	9	2	18

Topics Treated in Panel Decisions

Representation of Identifiable Groups

The portrayal of or comments about an identifiable group were examined in 11 decisions this year:

- CJAB-FM re comments made on *94.5 Le Matin* (CBSC Decision 11/12-1392, September 6, 2012)
- CHOI-FM re *Le Show Tard* (CBSC Decision 11/12-1808, September 18, 2012)
- TV5 re *Le sexe autour du monde* ("Japan") (CBSC Decision 11/12-1648, October 24, 2012)
- CFNY-FM re the *Dean Blundell Show* (Easter) (CBSC Decision 11/12-1715, November 15, 2012)
- CHKT-AM re comments made on *Home Sweet Home* (CBSC Decision 11/12-1750, November 16, 2012)
- TLN en Español re *El cartel de los sapos* (CBSC Decision 11/12-1780, December 13, 2012)
- CFRB-AM re comments made on *The City with Mayor Rob Ford* (CBSC Decision 11/12-1881 & -1942, December 21, 2012)
- TVA re *Les galas "Juste pour rire" 2011: Le party à Mercier* (CBSC Decision 11/12-2033, January 23, 2013)
- V re *Les Détestables* (CBSC Decision 12/13-0166, April 16, 2013)
- MusiquePlus re *Cliptoman* (CBSC Decision 12/13-0387, June 3, 2013)
- CFNY-FM re the *Dean Blundell Show* (Remembrance Day Protest) (CBSC Decision 12/13-0454, July 17, 2013)
- CFNY-FM re the *Dean Blundell Show* (Wrestling) (CBSC Decision 12/13-0791 & -0818, August 14, 2013)

The Human Rights clauses of the Canadian Association of Broadcasters' (CAB) *Code of Ethics* and *Equitable Portrayal Code* prohibit the broadcast of "abusive or unduly discriminatory" material which is based on matters of race, national or ethnic origin, colour, religion, age, sex/gender, sexual orientation, marital status or physical or mental disability. Other provisions

of the *CAB Equitable Portrayal Code* prohibit other forms of unduly negative portrayal, such as stereotyping, stigmatization, derision and degradation. That Code also contains a provision regarding language and terminology.

The CBSC found violations of one or more of those Code provisions in cases where the comments made unduly negative generalizations about a group or perpetuated negative stereotypes about a group.

The CBSC did not find violations in cases where the comments did not actually mention or focus on an identifying characteristic; were humorous or lightly mocking regarding an identifiable group or its beliefs; did not generalize about an entire group; or used terminology in a non-derogatory manner. In one decision, the CBSC also reiterated that explicit sexual content does not necessarily constitute degrading material.

The list of categories of identifiable groups does not extend to other identifying features, such as size/weight. In treating complaints that raise such issues, the CBSC applies the same principles regarding abusive or unduly negative material, but under the general provision of the *CAB Code of Ethics* relating to unfair and improper commentary.

Violence

Five decisions considered issues regarding violence, on both radio and television:

- Canal D re *C'est incroyable!* ("Malfaiteurs Détraqués") (*Most Shocking* – "Criminals Out of Control") (CBSC Decision 11/12-0954, September 18, 2012)
- HBO Canada re *Paradise Lost 3: Purgatory* (CBSC Decision 11/12-2012, December 13, 2012)
- TVA re *Les galas "Juste pour rire" 2011: Le party à Mercier* (CBSC Decision 11/12-2033, January 23, 2013)
- CFNY-FM re the *Dean Blundell Show* (Remembrance Day Protest) (CBSC Decision 12/13-0454, July 17, 2013)
- CFNY-FM re the *Dean Blundell Show* (Wrestling) (CBSC Decision 12/13-0791 & -0818, August 14, 2013)

Article 1.0 of the *CAB Violence Code* prohibits gratuitous violence on television, which means violence that is not integral to the program's plot or theme. Article 3.0 of the *CAB Violence Code* states that scenes of violence

intended for adult audiences shall not be telecast before the late evening period, defined as 9:00 pm to 6:00 am. The *Pay TV Programming Code* and the *Pay TV Violence Code* set out that same scheduling rule for mature content and violent content broadcast specifically on pay television channels.

In the decisions dealing with television programs, the CBSC found that a reality show featuring clips capturing crimes in progress did not contain gratuitous violence, but that the violence was sufficiently graphic as to require a post-9:00 pm timeslot. Similarly, a documentary about the murders of three children included images and discussions of violence as well as an overall mature theme which meant it should only have been broadcast after 9:00 pm. The CBSC also concluded that the inclusion of images of the crime scene did not exploit or degrade the victims. A brief scene of violence in a comedy program broadcast at 9:30 pm did not violate any code provisions.

With respect to radio, Clause 9(a) of the *CAB Code of Ethics* stipulates that radio programs shall not promote, glamorize or sanction violence. The CBSC also applies provisions of the *CAB Violence Code* to radio even though that Code was originally created for television because it contains more detailed provisions regarding different types of violent content, such as violence against identifiable groups. In addition, it applies Clause 6 of the *CAB Code of Ethics* regarding proper presentation to address complaints about making light of tragic situations.

The CBSC found a breach of Clause 9(a) for a broadcast in which the radio hosts repeatedly commended and congratulated a man for beating someone up, and a breach of Clause 6 in a case where those same radio hosts mocked the accidental death of an adolescent boy. It did not conclude, however, that jokes about homosexuality and wrestling in reference to the boy's death promoted violence against homosexuals under Clause 9(a) of the *CAB Code of Ethics* or Article 7.0 of the *CAB Violence Code*.

Insults

Insults directed at individuals were examined in four 2012/2013 decisions:

- CJAB-FM re comments made on *94.5 Le Matin* (CBSC Decision 11/12-1392, September 6, 2012)
- CFRB-AM re comments made on *The City with Mayor Rob Ford* (CBSC Decision 11/12-1881 & -1942, December 21, 2012)
- MusiquePlus re *Cliptoman* (CBSC Decision 12/13-0387, June 3, 2013)
- CFNY-FM re the *Dean Blundell Show* (Remembrance Day Protest) (CBSC Decision 12/13-0454, July 17, 2013)

The CBSC examines such complaints under Clause 6 of the *CAB Code of Ethics* which requires the full, fair and proper presentation of opinion, editorial and commentary. The CBSC found Code violations in cases where the insults were gratuitously nasty and aimed at identified individuals. In one case, the individuals were not identified, so the CBSC found no breach. It also found no breach for mild criticisms or humorous satirizing of public figures.

Sexual Content and Coarse Language

Three decisions released in 2012/2013 involved sexual content and/or coarse language on television:

- TV5 re *Le sexe autour du monde* ("Japan") (CBSC Decision 11/12-1648, October 24, 2012)
- TVA re *Les galas "Juste pour rire" 2011: Le party à Mercier* (CBSC Decision 11/12-2033, January 23, 2013)
- MusiquePlus re *Cliptoman* (CBSC Decision 12/13-0387, June 3, 2013)

Clause 10 of the *CAB Code of Ethics* states that sexually explicit material or coarse language intended for adult audiences shall not be telecast before the late evening period, defined as 9:00 pm to 6:00 am. The rule applies to the time zone in which the broadcast signal originates. Therefore, a sexually explicit program broadcast on a single-feed specialty service at 9:00 pm in the Eastern time zone, which thus appeared at 7:00 pm in the Mountain time zone, did not violate the scheduling rule. Other programs which contained mild sexual references or innuendo also did not violate Clause 10, particularly as they were broadcast after 9:00 pm. Those programs also

contained coarse language which is considered “adult”, but they were appropriately scheduled in the late evening viewing period.

Viewer Advisories

The CBSC ruled on viewer advisories in three decisions:

- Canal D re *C'est incroyable!* (“Malfaiteurs Détraqués”) (*Most Shocking – “Criminals Out of Control”*) (CBSC Decision 11/12-0954, September 18, 2012)
- TV5 re *Le sexe autour du monde* (“Japan”) (CBSC Decision 11/12-1648, October 24, 2012)
- MusiquePlus re *Cliptoman* (CBSC Decision 12/13-0387, June 3, 2013)

Clause 11 of the *CAB Code of Ethics* and Article 5.0 of the *CAB Violence Code* set out the requirements for viewer advisories on television. Advisories are required on content that is intended exclusively for adult audiences or is unsuitable for children. When advisories are required, they must be broadcast in both audio and video format at the beginning of the program and coming out of every commercial break. They must also mention the specific type of content that some viewers may find offensive.

The CBSC found breaches in all of the above-mentioned decision because the advisories either did not contain sufficient information about the potentially troubling content or were not broadcast in the format and with the frequency required.

Classification

The CBSC ruled on the classification, or rating, of the programs in the following two decisions:

- Canal D re *C'est incroyable!* (“Malfaiteurs Détraqués”) (*Most Shocking – “Criminals Out of Control”*) (CBSC Decision 11/12-0954, September 18, 2012)
- V re *Les Détestables* (CBSC Decision 12/13-0166, April 16, 2013)

In addition to viewer advisories, classification is another tool that television broadcasters provide to audiences to help them make informed viewing

choices. Classification icons are required on most types of non-informational programming. The various classification categories, which indicate the intended audience age group for a program, are outlined under Article 4.0 of the *CAB Violence Code*.

In one of the above-mentioned decisions, the CBSC concluded that a crime reality program should have been rated 16+ rather than the broadcaster's choice of 13+. In the other case, the CBSC pointed out that a candid camera program was not a genre that is exempt from classification and therefore the station violated the Code by not providing any classification at all.

Accuracy, Fairness & Privacy

Accuracy, fairness and privacy in both news and other information programming were examined in three decisions:

- CHKT-AM re comments made on *Home Sweet Home* (CBSC Decision 11/12-1750, November 16, 2012)
- CTV News Channel re news reports ("Clashes Erupt in West Bank") (CBSC Decision 12/13-1134, August 7, 2013)
- CICI-TV (CTV Northern Ontario) re *CTV News* reports (Furnace Fiasco) (CBSC Decision 12/13-0558, August 22, 2013)

The requirement that news be presented in an accurate, comprehensive and fair manner is set out in Clause 5 of the *CAB Code of Ethics* and Article 1 of the Radio Television Digital News Association of Canada (RTDNA) *Code of Ethics*. Article 7 of the *RTDNA Code of Ethics* requires errors to be corrected in a timely manner on *all* platforms. For non-news programs, the CBSC examines complaints about inaccuracy under Clause 6 of the *CAB Code of Ethics* which requires the full, fair and proper presentation of commentary.

The CBSC found that a minor error mentioned in an introductory statement to an information program that was not relevant to the substance of the actual show did not violate any code provision. In contrast, a material error broadcast in a news report did violate the codes and the CBSC found that correcting the error only on the station's website, rather than on air, was not sufficient under Article 7 of the RTDNA Code. The CBSC also found problems regarding fairness and comprehensiveness in the presentation of a news story about a malfunctioning furnace.

The decision about the furnace report also discussed invasion of privacy under Article 4 of the *RTDNA Code of Ethics*, which states that journalists shall not invade privacy or use clandestine recording techniques unless it is in the public interest to do so. In this case, the furnace repair company owner had given a verbal statement to the reporter, but requested that he not appear on camera. The company owner was nevertheless filmed surreptitiously through the window of his business and that footage was included in the report. The CBSC found a code violation.

Contests

The CBSC examined episodes of a television contest program in two separate decisions this year:

- *V re L'Instant gagnant* (CBSC Decision 11/12-1452+, December 20, 2012)
- *V re L'Instant gagnant* (round 2) (CBSC Decision 12/13-0130, April 16, 2013)

Clause 12 of the *CAB Code of Ethics* states that contests must be conceived and conducted fairly. The program involved viewers telephoning to solve various games and puzzles. The CBSC reiterated that it can only deal with the on-air aspects of the program and could make no comment with respect to the telephone system. It found problems under Clause 12 for certain types of games, in particular the failure to explain the methodology for the solutions, as well as a mathematical calculation displayed on screen that did not add up to the solution presented as the correct one. The CBSC had no difficulty, however, with the techniques used throughout the program to entice viewers to participate.

SUMMARY DECISIONS

The CBSC issued a total of 62 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 talk shows and open-line programming combined, followed closely by 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	18	7	1	26
	Television	31	5	0	36
	Total	49	12	1	62

Topics Treated in Summary Decisions

The category of complaint that generated the largest number of Summary Decisions in 2012/2013 was biased/unfair/unbalanced information. The number of Summary Decisions that dealt with those issues totalled 14. The type of programs involved in this category of complaint were primarily talk shows and open-line programs, as well as news and public affairs programs. The CBSC has consistently stated that broadcasters are allowed to air programs in which participants express their viewpoints on various public and political issues. Precisely equal airtime need not be given to every viewpoint, as long as a variety of positions are presented throughout the broadcaster's schedule. Broadcasters also cannot be expected to present every single fact or detailed background information about an issue in every segment it broadcasts about the topic and such condensing of an issue does not necessarily render a segment biased or imbalanced.

Another category of complaint that generated numerous Summary Decisions was discrimination against identifiable groups, namely nationality, ethnicity, race, religion and sexual orientation. A total of 13 Summary Decisions addressed concerns of that nature. The CBSC has long held that broadcasters are allowed to air criticisms of organizations or groups based on their political views and policies. Such comments do not constitute abusive or unduly discriminatory material or any other form of negative portrayal on the basis of identity. In addition, mildly offensive terminology used to describe certain groups will not be seen to reach the level of "abusive or unduly discriminatory", especially when the word is not actually targeted at the group.

Inaccuracy was a concern raised in 11 cases and was sometimes combined with allegations of bias or unfairness. As noted above, the failure to include every fact or piece of information about a topic does not render a report inaccurate. Criticisms of the policies of governments or organizations do not amount to provision of inaccurate information.

Another category of complaint that resulted in 11 Summary Decisions was violence in both radio and television programming. The CBSC pointed out that criticisms of an individual's or a group's political views or actions and suggestions about how they should be dealt with did not directly promote violence against those groups or individuals. With respect to television programming, some scenes of mild violence are acceptable at any time of day, while more graphic violence is acceptable after 9:00 pm in the time zone of origination when accompanied by viewer advisories.

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	0
Bad Taste	0
Biased/Unfair/Imbalanced Information	14
Classification/Rating	0
Coarse Language	8
Conflict of Interest	2
Unfair Contest	5
Discrimination Based on Age	0
Discrimination Based on Disability	1
Discrimination Based on Ethnicity	1
Discrimination Based on Gender	0
Discrimination Based on Nationality	2
Discrimination Based on Race	2
Discrimination Based on Religion	5
Discrimination Based on Sexual Orientation	2
Exploitation of Children	0
General Improper Comments/Content	6
Inaccurate News or Information	11
Journalistic Conduct	1
Invasion of Privacy	1
Degrading Representation of Women	3
Degrading Representation of Men	2
Scheduling	10
Sexual Content	3
Subliminal Advertising	0
Treatment of Callers to Open-Line Programs	1
Violence	11
Other	1

*Since some complaints raised more than one issue, the total exceeds 62.

4. ADJUDICATORS

Below is a list of CBSC Adjudicators who have served for some or all of fiscal 2012/2013. A short biography remains on the CBSC's website at www.cbsc.ca during their term.

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 or more than one Chair or Vice-Chair, but the positions are held successively, not on an overlapping basis.

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
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
Francis Chang	B.C.	Public
Sylvie Charbonneau	Quebec	Public
André Chevalier	At Large	Industry
Cam Cowie	At Large	Industry
Vince Cownden	Prairie	Industry
Sarah Crawford	At Large	Industry

Rita S. Deverell	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	Industry
Marie Senécal Emond	Quebec	Public
Jennifer Evans	Atlantic	Industry
Sharon Fernandez	National Public	Public
Peter C. Fleming	At Large	Industry
Richard French	At Large	Public
Prem Gill	At Large	Industry
Joan Glode	Atlantic	Public
Suzanne Gouin	Journalistic Independence	Industry
Paul Gratton	At Large	Industry
Bernard Guérin	Journalistic Independence	Industry
Michael Harris	Ontario	Industry
Hanny Hassan	Ontario	Public
Peggy Hebden	National Conventional TV	Industry
Kathie Hicks	Atlantic	Public
Monika Ille	Quebec	Industry
Daniel Ish	Prairie	Public
Kelly Johnston	Prairie	Industry
Burnley (Rocky) Jones	Atlantic	Public
Karen King	Ontario	Industry
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

Jonathan Medline	National Specialty Services	Industry
Dany Meloul	Quebec	Industry
Russell Mills	Journalistic Independence	Public
Alan Mirabelli	National Public	Public
Gilles Moisan	Quebec	Public
Hilary Montbourquette	Prairie	Industry
Roberta Morrison	Atlantic	Public
Olivia Mowatt	B.C.	Industry
John Paul Murdoch	Quebec	Public
Fo Niemi	National Public	Public
Andrée Noël	National Public	Public
Mike Omelus	At Large	Industry
Peter O'Neill	National Public	Public
Mark Oldfield	Ontario	Industry
James Page	National Public	Public
Rey Pagtakhan	Prairie	Public
Joan Pennefather	At Large	Public
Gerry Phelan	Journalistic Independence	Industry
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
Cynthia Reyes	Ontario	Public
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
Tina-Marie Tatto	National Conventional TV	Industry
Mark Tewksbury	National Public	Public
Lea Todd	National Specialty Services	Industry
Ron Waksman	National Specialty Services	Industry
Doug Ward	National Public	Public
Sally Warren	B.C.	Public

Philip (Pip) Wedge
Toni-Marie Wiseman
Madeline Ziniak

At Large
Atlantic
Ontario

Public
Industry
Industry

5. LIST OF CBSC MEMBERS BY REGION

Newfoundland & Labrador

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

Prince Edward Island

CHTN CKQK-FM

Nova Scotia

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

New Brunswick

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

Quebec

CFAP-DT	CFKS-DT	CHGO-FM	CIGB-FM	CJMF-FM	CKMI-DT
CFCF-DT	CFLO-FM	CHIK-FM	CIKI-FM	CJMM-FM	CFOB-FM
CFCM-DT	CFMB	CHJM-FM	CIME-FM	CJMQ-FM	CKOF-FM
CFDA-FM	CFOM-FM	CHLT-DT	CIMF-FM	CJMV-FM	CKOI-FM
CFEI-FM	CFRS-DT	CHLX-FM	CIMO-FM	CJNT-DT	CKOY-FM
CFEL-FM	CFTM-DT	CHMP-FM	CITE-FM	CJOI-FM	CKRB-FM
CFEM-DT	CFTX-FM	CHOA-FM	CITF-FM	CJPM-DT	CKRN-DT
CFER-TV	CFVD-FM	CHOI-FM	CJAB-FM	CKAC	CKRS-FM
CFGL-FM	CFVM-FM	CHOM-FM	CJAD	CKBE-FM	CKRT-DT
CFGS-DT	CFVS-DT	CHOT-TV	CJDM-FM	CKDG-FM	CKTF-FM
CFGT-FM	CFXM-FM	CHOX-FM	CJEC-FM	CKGM	CKVM-FM
CFIX-FM	CFZZ-FM	CHRD-FM	CJFM-FM	CKLD-FM	CKXO-FM
CFJO-FM	CHAU-DT	CHRL-FM	CJGO-FM	CKLX-FM	CKYK-FM
CFJP-DT	CHEM-DT	CHVD-FM	CJLA-FM	CKMF-FM	
CFKM-DT	CHEY-FM	CHXX-FM	CJLV		

Ontario

CFCA-FM	CFMT-DT	CFTO-DT	CHEX-DT	CHML	CHUR-FM
CFCO	CFMZ-FM	CFTR	CHEX-TV-2	CHNO-FM	CHVR-FM
CFGO	CFNY-FM	CFXJ-FM	CHEZ-FM	CHOK	CHWC-FM
CFGX-FM	CFOB-FM	CFZM	CHFD-DT	CHPR-FM	CHWI-DT
CFHK-FM	CFOS	CHAM	CHFI-FM	CHRE-FM	CHYC-FM
CFJR-FM	CFPL	CHAS-FM	CHGB-FM	CHRO-TV	CHYK-FM
CFLG-FM	CFPL-DT	CHAY-FM	CHIN	CHST-FM	CHYM-FM
CFLY-FM	CFPL-FM	CHBM-FM	CHIN-FM	CHTZ-FM	CHYR-FM
CFLZ-FM	CFRA	CHBX-TV	CHKS-FM	CHUC	CIBU-FM
CFMJ	CFRB	CHCH-DT	CHKT	CHUM	CICI-TV
CFMK-FM		CHCQ-FM	CHLK-FM	CHUM-FM	CICX-FM

CICZ-FM	CIRV-FM	CJMJ-FM	CJTN-FM	CKIS-FM	CKQV-FM
CIDC-FM	CISO-FM	CJMR	CJUK-FM	CKKL-FM	CKRU-FM
CIDR-FM	CISS-FM	CJMT-DT	CJWV-FM	CKKW-FM	CKSG-FM
CIGL-FM	CITO-TV	CJMX-FM	CJXY-FM	CKLC-FM	CKSL
CIGM-FM	CITS-DT	CJOH-DT	CJYE	CKLH-FM	CKSY-FM
CIHR-FM	CITY-DT	CJOJ-FM	CKAT	CKLW	CKTB
CIHT-FM	CIWW	CJOT-FM	CKBT-FM	CKLY-FM	CKTG-FM
CIII-DT	CIXK-FM	CJOY	CKBY-FM	CKNX	CKUE-FM
CIKR-FM	CIXL-FM	CJPT-FM	CKCB-FM	CKNX-FM	CKVR-DT
CIKZ-FM	CJBK	CJQM-FM	CKCO-DT	CKNX-TV	CKWF-FM
CILQ-FM	CJBN-TV	CJQQ-FM	CKDK-FM	CKNY-TV	CKWS-DT
CILV-FM	CJBQ	CJRL-FM	CKDR-FM	CKOC	CKWS-FM
CIMJ-FM	CJBX-FM	CJRW-FM	CKFM-FM	CKPR-DT	CKWW
CIMX-FM	CJCL	CJSA-FM	CKFX-FM	CKPR-FM	CKYC-FM
CING-FM	CJDV-FM	CJSD-FM	CKGB-FM	CKPT	
CIQB-FM	CJET-FM	CJSP-FM	CKGL	CKQB-FM	
CIQM-FM	CJLL-FM	CJSS-FM		CKQM-FM	

Manitoba

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

Saskatchewan

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

Alberta

CFAC	CFXH-FM	CHRB	CIZZ-FM	CKCE-FM	CKNO-FM
CFBR-FM	CFXL-FM	CHSL-FM	CJAQ-FM	CKCS-DT	CKRA-FM
CFCN-DT	CFXO-FM	CHSP-FM	CJAY-FM	CKDQ	CKRI-FM
CFCW	CFXW-FM	CHUB-FM	CJBZ-FM	CKEA-FM	CKRY-FM
CFCW-FM	CHAT-FM	CHUP-FM	CJCO-DT	CKEM-DT	CKSA-FM
CFDV-FM	CHAT-TV	CIBK-FM	CJCY-FM	CKER-FM	CKSA-DT
CFEX-FM	CHBN-FM	CIBQ-FM	CJEG-FM	CKES-DT	CKSQ-FM
CFFR	CHBW-FM	CIBW-FM	CJEO-DT	CKGY-FM	CKUV-FM
CFGP-FM	CHDI-FM	CICT-DT	CJIL-DT	CKHL-FM	CKVH-FM
CFGQ-FM	CHED	CIKT-FM	CJNW-FM	CKIK-FM	CKVN-FM
CFIT-FM-1	CHFM-FM	CILB-FM	CJOC-FM	CKJR	CKWB-FM
CFIT-FM	CHFT-FM	CIRK-FM	CJOK-FM	CKJX-FM	CKWY-FM
CFMG-FM	CHKF-FM	CISA-DT	CJPR-FM	CKKX-FM	CKYL
CFMY-FM	CHLB-FM	CISN-FM	CJRX-FM	CKKY	CKYX-FM
CFRN	CHMN-FM	CITL-DT	CJUV-FM	CKLJ-FM	
CFRN-DT	CHQR	CITV-DT	CJXK-FM	CKMH-FM	
CFRV-FM	CHQT	CIUP-FM	CJXX-FM	CKMP-FM	
CFVR-FM		CIXF-FM	CKAL-DT	CKMX	
CFXE		CIXM-FM	CKBA-FM	CKNG-FM	

British Columbia

CFAX	CHEK-DT	CIBH-FM	CJDC-TV	CKIZ-FM	CKQQ-FM
CFBT-FM	CHHR-FM	CICF-FM	CJDR-FM	CKKC	CKRX-FM
CFJC-TV	CHKG-FM	CIFM-FM	CJFW-FM	CKKN-FM	CKSR-FM
CFMI-FM	CHMJ	CIGV-FM	CJJR-FM	CKKO-FM	CKST
CFOX-FM	CHNM-DT	CILK-FM	CJMG-FM	CKKQ-FM	CKTK-FM
CFTE	CHNU-DT	CIOC-FM	CJOR	CKLG-FM	CKVU-DT
CFTK	CHOR-FM	CIOR	CJVB	CKLR-FM	CKWV-FM
CFTK-TV	CHPQ-FM	CISL	CJZN-FM	CKLZ-FM	CKWX
CFUN-FM	CHQM-FM	CISQ-FM	CKBZ-FM	CKNL-FM	CKXR-FM
CHAN-DT	CHRX-FM	CIVI-DT	CKCR-FM	CKNW	CKYE-FM
CHBC-DT	CHSU-FM	CIVT-DT	CKDV-FM	CKOR	CKZZ-FM
CHBE-FM	CHTK-FM	CJAT-FM	CKFR	CKPG-TV	
CHBZ-FM	CHTT-FM	CJAV-FM	CKGR-FM	CKPK-FM	
CHDR-FM	CHWF-FM	CJDC		CKQC-FM	

National Broadcasters – SPECIALTY

ABC Spark	DTOUR	MuchLoud	Sportsnet World
addikTV	Dusk	MuchMoreMusic	Sun News Network
AMI-tv	E! Entertainment	MuchMoreRetro	Sundance Channel
Animal Planet	ESPN Classic Canada	MuchMusic	Talentvision
APTN	EuroWorld Sport	MuchVibe	Talentvision 2HD
Argent	Fairchild Television	MusiMax	Teletino
ASN	Fairchild TV 2 HD	MusiquePlus	Teleniños
AUX	Family Channel	Mystery TV	Teletoon
BBC Canada	Fashion Television	Nat Geo Wild	Télétoon
BITE TV	Food Network	National Geographic	Teletoon Retro
BNN	FX Canada	National Geographic HD	Télétoon Rétro
Book Television	G4techTV Canada	NHL Network	The Biography Channel
BPM TV	Game TV	Nickelodeon Canada	The Comedy Network
Bravo!	Global News: BC 1	OLN	The Pet Network
Canal D	Gol TV Canada	One	The Weather Network
Canal Évasion	Grace TV	Out TV	TLN en Español
Canal Vie	H2 Canada	OWN	Travel + Escape
Cartoon Network Canada	HGTV	Réseau des sports	Treehouse
Casa	Historia	RDS Info	TSN & TSN 2
Country Music TV	History	SCN Television	TV5
Comedy Gold	I Channel	Séries+	Twist TV
Cosmopolitan TV	Independent Film	Showcase	VisionTV
CP24	Investigation	Showcase Action	VRAK.TV
CPAC	Juicebox TV	Showcase Diva	W Movies
CTV News Channel	LCN	Showcase HD	W Network
DéjàView	Lifetime Canada	Silver Screen	World Fishing
Discovery Channel	Mediaset Italia	Sky tg 24 Canada	Network YOOPA
Discovery Science	Météomédia	Slice	YTV
Discovery World HD	MOI & CIE	Space	Z Télé
Disney Jr. (Eng)	MovieTime	Sportsnet	
Disney Jr. (Fr)	MTV Canada	Sportsnet 360	
DIY	MTV2	Sportsnet One	

National Broadcasters – PAY

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

National Broadcasters – SATELLITE RADIO

XM Radio
Sirius Satellite Radio

6. APPENDIX

- [CICI-TV \(CTV Northern Ontario\) re CTV News reports \(Furnace Fiasco\)](#) (CBSC Decision 12/13-0558, Issued August 22, 2013)
- [CFNY-FM re the Dean Blundell Show \(Wrestling\)](#) (CBSC Decision 12/13-0791 & -0818, Issued August 14, 2013)
- [CTV News Channel re news reports \("Clashes Erupt in West Bank"\)](#) (CBSC Decision 12/13-1134, Issued August 7, 2013)
- [CFNY-FM re the Dean Blundell Show \(Remembrance Day Protest\)](#) (CBSC Decision 12/13-0454, Issued July 17, 2013)
- [MusiquePlus re Cliptoman](#) (CBSC Decision 12/13-0387, Issued June 3, 2013)
- [V re Les Détestables](#) (CBSC Decision 12/13-0166, Issued April 16, 2013)
- [V re L'instant gagnant \(round 2\)](#) (CBSC Decision 12/13-0130, Issued April 16, 2013)
- [TVA re Les galas « Juste pour rire » 2011 : Le party à Mercier](#) (CBSC Decision 11/12-2033, Issued January 23, 2013)
- [CFRB-AM re comments made on The City with Mayor Rob Ford](#) (CBSC Decision 11/12-1881 & -1942, Issued December 21, 2012)
- [V re L'instant gagnant](#) (CBSC Decision 11/12-1452+, Issued December 20, 2012)
- [TLN en Español re El cartel de los sapos](#) (CBSC Decision 11/12-1780, Issued December 13, 2012)
- [HBO Canada re Paradise Lost 3: Purgatory](#) (CBSC Decision 11/12-2012, Issued December 13, 2012)
- [CHKT-AM re comments made on Home Sweet Home](#) (CBSC Decision 11/12-1750, Issued November 16, 2012)
- [CFNY-FM re the Dean Blundell Show \(Easter\)](#) (CBSC Decision 11/12-1715, Issued November 15, 2012)
- [TV5 re Le sexe autour du monde \("Japan"\)](#) (CBSC Decision 11/12-1648, Issued October 24, 2012)
- [CHOI-FM re Le Show Tard](#) (CBSC Decision 11/12-1808, Issued September 18, 2012)
- [Canal D re C'est incroyable! \("Malfaiteurs détraqués"\) \(Most Shocking – "Criminals Out of Control"\)](#) (CBSC Decision 11/12-0954, Issued September 18, 2012)
- [CJAB-FM re comments made on 94.5 Le Matin](#) (CBSC Decision 11/12-1392, Issued September 6, 2012)