

ANNUAL REPORT 2013/2014

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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 2013/2014. 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.

Again, this year, 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 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.

## **Future prospects**

Last year, we obtained benefits from Bell Media in the context of the tangible benefits stemming from the Bell-Astral transaction. In August we received the first instalment of this half-million-dollar grant, payable over seven years, which will allow us to translate our old television decisions as well as to 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.

The CBSC filed for and obtained its articles of continuation under the new *Canada Not-for Profit Corporations Act*. To meet the requirements of the new Act, we undertook a complete overhaul of our by-laws and are currently

revising the provisions of the *Manual* to make them consistent with the new legislative requirements.

## **Acknowledgements**

I would like to take this opportunity to thank all of the Panel Adjudicators 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. 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 updated fact sheets, our website and annotated codes which are indispensable tools 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**

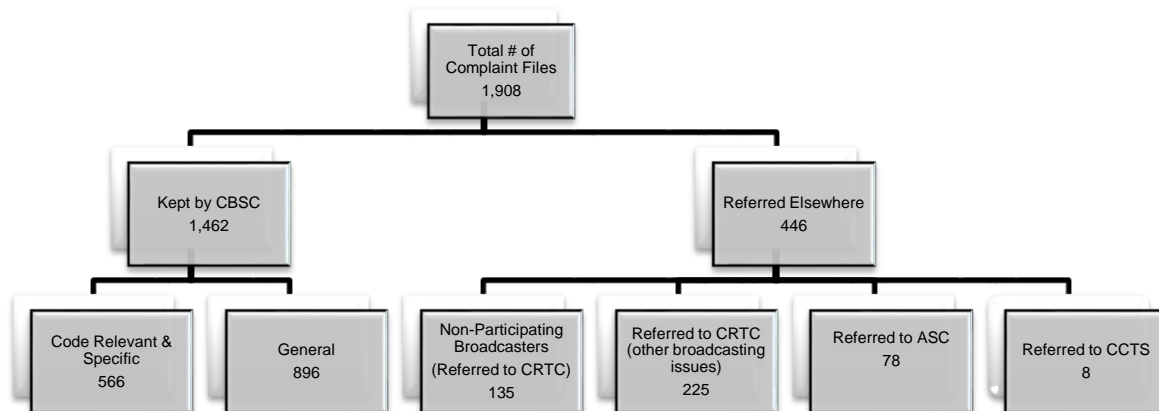
#### **Complaints**

In the 2013/2014 fiscal year, the CBSC opened a total of 1,908 complaint files. Of that total, 1,462 fell within the purview of the CBSC's mandate; the remaining 446 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 sixty-six (566) complaints out of the 1,462 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 896 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, 1,385 were received directly by the CBSC, 522 were transferred from the CRTC 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 two separate issues. The first involved the hosts of a rock radio station morning show discussing a sexual assault trial that was going on at the time in Toronto. The CBSC received 101 complaints, which referenced a few different dates on which the hosts talked about the case. Listeners felt that the hosts inappropriately made light of the alleged assault and uttered discriminatory comments about gay people. Only one of the 101 complainants provided enough information for the CBSC to proceed with the complaint, but that person never requested a CBSC investigation.

The second issue involved a radio host's comments about Black people. The host was reacting to a news story about a Haitian-Canadian boxer who was considered an "important witness" in a sexual assault case. The 174 complainants felt that the host had made negative generalizations about Black people. The majority of people had only heard about the matter after the

actual broadcast and so were not eligible to request a CBSC ruling. The few complainants who were eligible never filed their CBSC ruling requests.

### **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 42 pieces of General Correspondence in 2013/2014 which, when added to the Complaints filed, brings the total of files opened in the year to 1,950.

### **RADIO AND TELEVISION COMPLAINTS**

As mentioned above, the CBSC opened 1,908 complaint files, but 446 of those were referred to other organizations better suited to deal with them. The CBSC, therefore, actually handled 1,462 complaints. Of the 1,462 complaint files handled by the CBSC,

664 dealt with conventional radio programming;

3 dealt with satellite radio programming;

750 dealt with conventional or specialty services television programming;

10 dealt with pay television programming;

12 dealt with general concerns about broadcasting; and

23 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.

Region	<u>Region of Complaint</u>						Total
	Convention -al Radio	Satel -lite Radio	Television (Convention -al & Specialty)	Pay Television	N/D <sub>1</sub>	N/A <sub>1</sub>	
Atlantic	12	0	7	0	1	1	21
Quebec	226	0	143	4	2	2	377
Ontario	228	1	97	0	5	3	334
Prairie	106	0	19	0	2	4	131
B.C.	90	1	28	0	0	6	125
National Conventional Television	0	0	75	0	0	0	75
National Specialty Services	0	0	346	6	1	3	356
Non- determined	2	1	35	0	1	4	43
<b>TOTAL</b>	664	3	750	10	12	23	1,46 2

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 1,462 complaint files handled by the CBSC,

1,068 complaints dealt with English-language programming;

358 dealt with French-language programming;

11 dealt with third-language programming;

15 complaints did not provide enough information to identify the language of the programming;

10 were about non-program-related broadcasting issues, so language was irrelevant.

## **SOURCE OF PROGRAM**

Of the 1,462 complaint files handled by the CBSC,

1,121 complaints dealt with Canadian programming;

255 dealt with foreign programming;

76 did not provide enough information to determine the national origin of the programming;

10 were about non-program-related broadcasting issues, so source was irrelevant.

### Language of Program

<b>Language</b>	<b>Conventional Radio</b>	<b>Satellite Radio</b>	<b>Convention -al &amp; Specialty TV</b>	<b>Pay TV</b>	<b>N/ D<sup>1</sup></b>	<b>N/A<sup>1</sup></b>	<b>Total</b>
English	439	3	599	7	8	14	1,070
French	213	0	140	3	2	0	358
Third Language	5	0	6	0	0	0	11
Non- determined <sup>2</sup>	6	0	0	0	2	2	10
Not applicable <sup>2</sup>	1	0	5	0	0	7	13
<b>TOTAL</b>	664	3	750	10	12	23	1,462

### Source of Program

<b>Source</b>	<b>Conventional Radio</b>	<b>Satellite Radio</b>	<b>Convention -al &amp; Specialty TV</b>	<b>Pay TV</b>	<b>N/D<sup>1</sup></b>	<b>N/A<sup>1</sup></b>	<b>Total</b>
Canadian	633	0	461	1	11	15	1,121
Foreign	16	0	232	7	0	0	255
Non- determined <sup>2</sup>	13	1	57	2	1	2	76
Not applicable <sup>2</sup>	2	2	0	0	0	6	10
<b>TOTAL</b>	664	3	750	10	12	23	1,462

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 2013/2014. This table provides a breakdown of only the 664 conventional radio and three satellite radio complaints actually handled by the CBSC.

<b>Type of Program</b>	<b># of Conventional Radio Complaints</b>	<b># of Satellite Radio Complaint s</b>
Advertising	8	0
Comedy	4	0
Contests	78	0
Drama	0	0
Fantasy	0	0
Information	9	0
Infomercial	0	0
Informal Discourse	179	1
News and Public Affairs	13	0
Open Line/Talk Show	10	0
Promos	7	0
Public Service Announcement	0	0
Religious Program	3	0
Songs	32	0
Sports	11	0
Undetermined	6	0
Non-applicable	0	2

## TYPE OF PROGRAM – TELEVISION

As explained in the immediately preceding section, the CBSC classifies the type of programming of its complaints in a non-exclusive manner. The reader should refer to that explanation to understand the numbers provided in the table below. This table provides a breakdown of only the 750 conventional and specialty television and 10 pay television complaints actually handled by the CBSC.

Type of Program	# of Conventional & Specialty Television Complaints	# of Pay Television Complaints
Advertising	67	0
Animation	15	0
Children's Programming	9	0
Comedy	38	3
Contests	67	0
Drama	25	0
Documentaries	12	0
Fantasy / Science Fiction	10	0
Game Show	3	0
Infomercial	1	0
Informal Discourse	0	0
Information	18	0
Movie	35	6
Music Video / Song	9	0
News and Public Affairs	240	0
Open-Line/Talk Show	41	0
Promos	55	0
Public Service Announcement	1	0
Reality Programming	75	0
Religious	16	0
Sports	30	0
Station ID Logo	2	1
Variety	3	0
Undetermined	30	0
Non-applicable	2	0

	<b><u>Keywords</u></b>			
	<b>Radio #</b>	<b>Television #</b>	<b>Non- Determ- -ined or Not applica- -ble #</b>	<b>Total #</b>
Advisories	1	23	0	24
Age Discrimination	0	0	0	0
Bad Taste	4	4	0	8
Bias/Unfair/Imbalanced Information	43	62	6	111
Classification/Rating	1	16	1	18
Coarse Language	48	50	1	99
Conflict of Interest	19	11	0	30
Contests -- Dangerous	1	0	0	1
Contests -- Unfair	9	65	0	74
Disability Discrimination	8	3	0	11
Ethnic Discrimination	7	7	0	14
Exploitation of Children	2	16	1	18
Gender Discrimination	15	13	0	28
Improper Comments	77	108	2	187
Inaccurate News/Info	54	80	6	140
Journalistic Conduct	7	12	2	15
National Discrimination	88	49	1	128
Other	53	12	5	70
Privacy	22	31	8	61
Program Selection/Quality	14	102	1	117
Racial Discrimination	175	30	2	207
Religious Discrimination	68	27	2	97
Representation of Men	0	4	0	4
Representation of Women	14	41	1	56
Scheduling	25	129	0	154
Sexual Content	21	88	1	110
Sexual Orientation -- Discrimination	116	4	0	120
Subliminal Content	0	0	0	0
Treatment of Callers	10	1	0	11
Violence	28	141	1	170

## **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 1,462 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".

## **STATUS OF COMPLAINTS AT YEAR END**

Of the 1,462 files handled by the CBSC, 566 were Code Relevant & Specific complaints. The remaining 1,076 complaints were General. General files were closed by the CBSC immediately following its response to the complainant.

Of the 566 Code Relevant & Specific complaints, 317 will not require follow-up by the CBSC as they were resolved at the level of broadcaster and complainant communication. Thirty-eight (38) complaints were resolved through the release of decisions of the various Panels or the CBSC Secretariat. One hundred and eighty-seven (187) complaints have yet to complete the dialogue process with the broadcaster and 24 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 2013/2014**

The CBSC issued Six (6) Panel Decisions and 56 Summary Decisions, for a total of 63 decisions in 2013/2014.

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**

As there were significantly fewer Panel Decisions released in 2013/2014 than in previous years, the format of this section of the Annual Report will be different than in past years. Instead of the normal high level summary of issues dealt with in Panel Decisions, a summary of each decision will be provided below. Of the six Panel Decisions released this year, five were about television programming and one was about radio programming. Five involved

English-language programming and one involved a French-language broadcast. No decision 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	0	1	0	1
	Television	5	0	0	5
	Total	5	1	0	6

**Decision Summaries**

In Sun News Network re *The Source* (Theft Ring) the CBSC dealt with complaints about negative generalizations about an ethnic group. The National Specialty Services Panel found that the comments violated Clause 2 of the *CAB Code of Ethics* and *Equitable Portrayal Code (EPC)* because they were abusive and unduly discriminatory against an ethnic group, and violated other provisions of the *EPC* regarding negative portrayal, stereotyping, stigmatization and degradation. The Panel did not, however, find that the mere use of the term “Gypsy” violated the *EPC* because it is not inherently pejorative. Of note, the broadcaster had already aired two separate apologies for the problematic content and, as a result, the CBSC did not require the broadcast of a decision announcement.

In Sun News Network re *The Source* (Idle No More), the broadcast included video footage of protesters participating in an “Idle No More” protest in Toronto. A host mistakenly identified one couple at the protest by names and stated that they were “professional protestors” who had engaged in other protest activity. The complaint was from the identified woman, who asserted that she was not the person in the clip as she had not attended the protest and had not even been in Toronto at the time. Subsequently, the host acknowledged the error on-air. The National Specialty Services Panel found

that the misidentification constituted a breach of Clause 6 of the CAB Code of Ethics, however the subsequent correction met the requirements of Article 7 of the *RTDNA Code of Ethics* that errors be corrected quickly and publicly.

In Discovery re *The Devils Ride* promotional spot the CBSC the concern was violent content being broadcast when children were likely to be watching. The promo included scenes of individual gang members making threatening comments towards the rival gangs, as well as scenes of fist-fighting and a blowtorch being wielded in front of a screaming man. The majority of the National Specialty Services Panel concluded that, while the promo was understandably disturbing to younger viewers and was not entirely appropriate for an afternoon timeslot, the violence was implied rather than actually shown and therefore was allowed to be broadcast at any time.

In CITY-DT re *The Long Weekend* the CBSC received a complaint that the feature film *The Long Weekend* stereotyped and objectified women. The film depicts two brothers in their 20s who spend the weekend trying to find women with whom to have sex. One brother is a superficial playboy while the other is more serious and a reluctant participant in his brother's exploits. The movie contains numerous scenes involving sexual activity or vulgar references to sexual acts and women's appearances. The Ontario Regional Panel did not find any breaches of the Canadian Association of Broadcasters' (CAB) Equitable Portrayal Code because there were characters who provided counterpoint to any potentially negative depictions of women. The Panel did find a violation of the CAB Violence Code for the station's failure to display a classification icon at the beginning of the second hour of broadcast. The broadcast had displayed a 14+ icon at the beginning of the movie. Both the Panel and the broadcaster acknowledged that the quantity of sexually explicit material pushed it into the 18+ category. Although coarse language, nudity, violence and mature themes were adverted to in the viewer advisories they failed to mention the sexual content. Accordingly the Ontario Panel found a breach of the Viewer Advisory provision of the CAB Code of Ethics for that omission.

A complaint about sexual content broadcast during the day was dealt with in E! re *Keeping Up with the Kardashians* ("We're Having a Baby"). A reality show that follows the lives of members of the Kardashian and Jenner families included a plotline involving a boyfriend attempting to convince his girlfriend to have anal sex with him. The episode included numerous discussions about

the topic, mostly referring to the act as “back-dooring it”. In one scene, the act was demonstrated using a donut and carrot as well as a cucumber and candy gummy ring. In another, the girlfriend chased the boyfriend around the house while wearing a purple strap-on dildo, but the sex toy itself was blurred. The CBSC’s National Specialty Services Panel examined the complaint under the scheduling and viewer advisories provisions of the CAB Code of Ethics. The Panel concluded that the sexual references were not so explicit as to require a late-evening broadcast. The content was, however, sufficiently sexually suggestive that the broadcast required viewer advisories.

In CHOI-FM re *Dupont le midi* (police) the CBSC Quebec Regional Panel examined several broadcasts of a radio talk show. The host and co-hosts discussed recent events involving the Service de police de la Ville de Québec (SPVQ). In the first instance, the host criticized police management for their reaction to a bomb scare at a flea market. He characterized them as good for nothing “assholes” who could not do their jobs and claimed they were standing around telling jokes and trying to impress women. He repeatedly emphasized that he was referring to the supervisors and not to the average patrollers. On other episodes, the slow police response to a robbery at a local business and what was characterized as the police’s overreaction to a call regarding a weapon, which turned out to be an umbrella were discussed. The Panel concluded that the comments about the police were neither unfair nor improper under Clause 6 of the CAB Code of Ethics because hosts are allowed to criticize authorities and because the co-hosts provided counter-balance to some of his opinions. The Panel did find a breach of the Code of Ethics because the host used coarse words including “chrisse”, “sacrement” and “fuck” during daytime hours.

## **SUMMARY DECISIONS**

The CBSC issued a total of 56 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	15	4	1	20
	Television	29	5	2	36
	Total	44	9	3	56

### **Topics Treated in Summary Decisions**

The category of complaint that generated the largest number of Summary Decisions in 2013/2014 was Inaccurate News or Information. The number of Summary Decisions that dealt with those issues totaled 15. The type of programs involved in this category of complaint were primarily news and public affairs programs, as well as talk shows and open-line 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 14 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.

Violence was a concern raised in 8 cases 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

<b>Issues Raised in Complaints</b>	<b>Number of Complaints</b>
Advisories	1
Bad Taste	0
Biased/Unfair/Imbalanced Information	6
Classification/Rating	0
Coarse Language	5
Conflict of Interest	1
Unfair Contest	5
Discrimination Based on Age	0
Discrimination Based on Disability	0
Discrimination Based on Ethnicity	1
Discrimination Based on Gender	1
Discrimination Based on Nationality	1
Discrimination Based on Race	4
Discrimination Based on Religion	6
Discrimination Based on Sexual Orientation	1
Exploitation of Children	1
General Improper Comments/Content	0
Inaccurate News or Information	15
Journalistic Conduct	2
Invasion of Privacy	5
Degrading Representation of Women	2
Degrading Representation of Men	1
Scheduling	5
Sexual Content	4
Subliminal Advertising	0
Treatment of Callers to Open-Line Programs	1
Violence	8
Other	1

\*Since some complaints raised more than one issue, the total exceeds 56.

## 4. ADJUDICATORS

Below is a list of CBSC Adjudicators who have served for some or all of fiscal 2013/2014. A short biography remains on the CBSC's website at [www.cbsc.ca](http://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
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
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 Sénécal 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
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	At Large	Public

Toni-Marie Wiseman  
Madeline Ziniak

Atlantic  
Ontario

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

### Ontario

CFCA-FM	CFMJ	CFPL-DT	CHAM	CHEX-TV-2	CHKS-FM
CFCO	CFMK-FM	CFPL-FM	CHAS-FM	CHEZ-FM	CHKT
CFGO	CFMS-FM	CFRA	CHAY-FM	CHFD-DT	CHLK-FM
CFGX-FM	CFMT-DT	CFRB	CHBM-FM	CHFI-FM	CHML
CFHK-FM	CFMZ-FM	CFTO-DT	CHBX-TV	CHGB-FM	CHNO-FM
CFJR-FM	CFNY-FM	CFTR	CHCD-FM	CHIN	CHOK
CFLG-FM	CFOB-FM	CFXJ-FM	CHCH-DT	CHIN-FM	CHPR-FM
CFLY-FM	CFOS	CFZM	CHCQ-FM	CHJJ-FM	CHRC-FM
CFLZ-FM	CFPL		CHEX-DT		

CHRE-FM	CIGM-FM	CIXK-FM	CJQQ-FM	CKFX-FM	CKPT
CHRO-TV	CIHR-FM	CIXL-FM	CJRL-FM	CKGB-FM	CKQB-FM
CHST-FM	CIHT-FM	CJBK	CJRQ-FM	CKGL	CKQM-FM
CHTZ-FM	CIII-DT	CJBN-TV	CJSA-FM	CKGW-FM	CKQV-FM
CHUC	CIKR-FM	CJBQ	CJSD-FM	CKIS-FM	CKRU-FM
CHUM	CIKZ-FM	CJBX-FM	CJSP-FM	CKJJ-FM	CKSG-FM
CHUM-FM	CILQ-FM	CJCL	CJSS-FM	CKKL-FM	CKSL
CHUR-FM	CILV-FM	CJDV-FM	CJTN-FM	CKKW-FM	CKSY-FM
CHVR-FM	CIMJ-FM	CJET-FM	CJUK-FM	CKLC-FM	CKTB
CHWC-FM	CIMX-FM	CJLL-FM	CJWV-FM	CKLO-FM	CKTG-FM
CHWI-DT	CING-FM	CJMJ-FM	CJXY-FM	CKLH-FM	CKUE-FM
CHYM-FM	CIQB-FM	CJMR	CJYE	CKLW	CKVR-DT
CHYR-FM	CIQM-FM	CJMT-DT	CKAT	CKLY-FM	CKWF-FM
CIBU-FM	CIRV-FM	CJMX-FM	CKBT-FM	CKNX	CKWS-DT
CICI-TV	CISO-FM	CJOH-DT	CKBY-FM	CKNX-FM	CKWS-FM
CICX-FM	CISS-FM	CJOJ-FM	CKCB-FM	CKNX-TV	CKWW
CICZ-FM	CITO-TV	CJOT-FM	CKCO-DT	CKNY-TV	CKXC-FM
CIDC-FM	CITS-DT	CJOY	CKDK-FM	CKOC	CKYC-FM
CIDR-FM	CITY-DT	CJPT-FM	CKDR-FM	CKPR-DT	
CIGL-FM	CIWW	CJQM-FM	CKFM-FM	CKPR-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	CFWF-FM	CHWY-FM	CJDJ-FM	CJSN	CKCK-DT
CFMC-FM	CFYM	CICC-TV	CJGX	CJVR-FM	CKJH
CFMM-FM	CHAB	CILG-FM	CJHD-FM	CJWW	CKOM
CFQC-DT	CHBD-FM	CIMG-FM	CJME	CJYM	CKRC-FM
CFRE-DT	CHBO-FM	CIPA-TV	CJMK-FM	CKBI	CKRM
CFSK-DT	CHMX-FM	CIZL-FM	CJNB	CKBL-FM	CKSE-FM
CFSL	CHQX-FM	CJCQ-FM	CJNS-FM	CKCK-FM	CKSW
CFWD-FM	CHSN-FM		CJSL		

**Alberta**

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

## British Columbia

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

## National Broadcasters – SPECIALTY

ABC Spark	DIY Canada	MovieTime	Space
addikTV	DTOUR	MTV Canada	Sportsnet World
AMI-tv	E! Entertainment	MTV2	Sun News Network
Animal Planet	ESPN Classic Canada	MuchLoud	Sundance Channel
APTN	EuroWorld Sport	MuchMoreRetro	Talentvision
Argent	Fairchild Television	MuchMusic	Talentvision 2HD
ASN	Fairchild TV 2 HD	MuchVibe	Telelatino
AUX	Family Channel	MusiMax	Teleniños
BBC Canada	Fashion Television	MusiquePlus	Teletoon
Biography Channel	Food Network	Mystery TV	Télétoon
BITE TV	FPTV	Nat Geo Wild	Teletoon Retro
Business News Ntwk	FX Canada	National Geographic	Télétoon Rétro
Book Television	FXX Canada	Nat'l Geographic HD	The Comedy Network
BPM TV	G4techTV Canada	NHL Network	The Pet Network
Bravo!	Game TV	Nickelodeon Canada	The Weather Network
Canal D	Global News: BC 1	Oasis HD	Travel + Escape
Canal d/Investigation	Gol TV Canada	OLN	Treehouse
Canal Évasion	Grace TV	One	TSN, TSN 2, TSN 3,
Canal Vie	Gusto TV	Out TV	TSN 4 and TSN 5
Cartoon NtwkCanada	H2 Canada	OWN	TV5
Casa	HIFI	Prise 2	TVA Sports
Country Music TV	Historia	radX	Twist TV
Comedy Gold	History	Réseau des sports	Univisión
Cosmopolitan TV	HGTV	RIS	VisionTV
Cottage Life	I Channel	SCN Television	VRAK.TV
CP24	Independent Film	Séries+	W Movies
CPAC	Investigat'n Discovery	Showcase	W Network
CTV News Channel	Juicebox TV	Showcase Action	World Fishing Ntwk
DéjàView	LCN	Showcase Diva	YOOPA
Discovery Channel	Lifetime Canada	Showcase HD	YTV
Discovery Science	M3	Silver Screen	Zeste
Discovery World	Mediaset Italia	Sky tg 24 Canada	Z Télé
Disney Jr. (En)	Météomédia	Slice	
Disney Jr. (Fr)	MOI & CIE	Smithsonian Channel	

## 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

- [CHOI-FM re Dupont le midi \(police\)](#) (CBSC Decision 12/13-1582, May 14, 2014)
- [E! re Keeping Up with the Kardashians \("We're Having a Baby"\)](#) (CBSC Decision 13/14-0242, February 20, 2014)
- [CITY-DT re The Long Weekend](#) (CBSC Decision 13/14-0046, February 5, 2014)
- [Discovery re The Devils Ride promotional spot](#) (CBSC Decision 12/13-1516, October 30, 2013)
- [Sun News Network re The Source \(Idle No More\)](#) (CBSC Decision 12/13-0985, October 23, 2013)
- [Sun News Network re The Source \(Theft Ring\)](#) (CBSC Decision 12/13-0069+, September 9, 2013)