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FILED
FEE WAIVED
LOS ANGELES SUPERIOR COURT
MAY 28 2003

Bar #: 153434
Bar #: 185736

WWS

JOHN A. CLARKE, CLERK
[Signature]
BY ZONIA C. PEDRAZA, DEPUTY

Attorneys for Plaintiff

**SUPERIOR COURT OF THE STATE OF CALIFORNIA
FOR THE COUNTY OF LOS ANGELES**

JON CARPENTER,

Plaintiff,

v.

**AHE OF CALIFORNIA INC; RX911,
INC. DBA WOODLAKE PHARMACY;
And DOES 1 THROUGH 10, Inclusive**

Defendants.

Case No. **LC081535**

CIVIL COMPLAINT:
DISCRIMINATORY PRACTICES IN
PUBLIC ACCOMMODATIONS
[42 U.S.C. 12182(a) ET. SEQ; CIVIL
CODE 51, 52, 54, 54.1, 54.3]

**UNLIMITED CIVIL CASE -
PERMANENT INJUNCTIVE RELIEF**

NAMED DEFENDANTS AND NAMED PLAINTIFF

1. Plaintiff is informed, believes and thereon alleges that Defendants are, and, at all times mentioned herein, were, a business or corporation or franchise organized and existing and/or doing business under the laws of the State of California. Plaintiff is informed and believes and thereon alleges that Defendants AHE OF CALIFORNIA INC; RX911, INC. DBA WOODLAKE PHARMACY are the owner, operator, and/or lessor/lessee of the real property and the public accommodation located thereon at the Property Address: 7320 WOODLAKE AVE, LOS ANGELES, CA 91307; Assessor's Parcel Number: 2021-014-052. Defendant AHE OF CALIFORNIA INC C/O EASLEY MCCALED & ASSOC INC, P O BOX 190700, SAN FRANCISCO, CA 94119 or c/o Registered Agent: C T CORPORATION SYSTEM, located at 818 WEST SEVENTH ST, LOS ANGELES, CA 90017. Defendant RX911, INC. DBA

1 WOODLAKE PHARMACY is located at 7320 WOODLAKE AVE STE 100, WEST HILLS, CA
2 91307-1493 or c/o Registered Agent: YASAMIN Y SHABBOUEI, located at 474 ARBRAMAR
3 AVE. PACIFIC PALISADES, CA 90272.

4 2. The words Plaintiff and Plaintiffs as used herein specifically include JON CARPENTER.

5 3. Defendants Does 1 through 10, were at all times relevant herein subsidiaries, employers,
6 employees, agents, of Defendants AHE OF CALIFORNIA INC; RX911, INC. DBA
7 WOODLAKE PHARMACY. Plaintiff is ignorant of the true names and capacities of Defendants
8 sued herein as Does 1 through 10, inclusive, and therefore sues these Defendants by such
9 fictitious names. Plaintiff will pray leave of the court to amend this complaint to allege the true
10 names and capacities of the Does when ascertained.

11 4. Plaintiff is informed and believes, and thereon alleges, that Defendants and each of them
12 herein were, at all times relevant to the action, the owner, lessor, lessee, franchiser, franchisee,
13 general partner, limited partner, agent, employee, representing partner, or joint venturer of the
14 remaining Defendants and were acting within the course and scope of that relationship. Plaintiff
15 is further informed and believe, and thereon allege, that each of the Defendants herein gave
16 consent to, ratified, and/or authorized the acts alleged herein to each of the remaining Defendants.

17 CONCISE SET OF FACTS

18 5. Plaintiff JON CARPENTER (hereinafter "Plaintiff") has physical impairments and due to
19 these impairments he has learned to successfully operate a wheelchair for mobility. Plaintiff said
20 physical impairments substantially limit one or more of the following major life activities
21 including but not limited to: walking.

22 6. Plaintiff has physical impairments because their conditions affect one or more of the
23 following body systems: neurological, musculoskeletal, special sense organs, and/or
24 cardiovascular. Further, Plaintiff said physical impairments substantially limits one or more of
25 the following major life activities. In addition, Plaintiff cannot perform one or more of the said
26 major life activities in the manner, speed, and duration when compared to the average person.
27 Moreover, Plaintiff has a history of or has been classified as having a physical impairment as
28 required by 42 U.S.C. § 12102(2)(A).

1 7. On February 21, 2008, Plaintiff JON CARPENTER wanted to visit Defendants' public
2 accommodation facilities located at Property Address: 7320 WOODLAKE AVE, LOS
3 ANGELES, CA 91307; Assessor's Parcel Number: 2021-014-052 to utilize their goods and/or
4 services. When Plaintiff JON CARPENTER patronized Defendants' public accommodation
5 facilities, he was unable to use and/or had difficulty using the public accommodations' facilities
6 including but not limited to the barriers to access listed herein and said facilities were not
7 accessible because they failed to comply with ADA Access Guidelines For Buildings and
8 Facilities (hereafter referred to as "ADAAG" and codified in 28 C.F.R. Part 36, App. A) and/or
9 California's Title 24 Building Code Requirements. Defendants failed to remove barriers to equal
access within their public accommodation facilities as required.

10 8. Plaintiff JON CARPENTER was deterred from visiting the property due to said access
11 barriers as listed herein to the present Complaint at Defendants' public accommodation facilities
12 located on the Property and/or has knowledge of said access barriers and is presently deterred
13 from accessing the public accommodation. Plaintiff alleges that these known barriers to access
14 are not an exhaustive list of the barriers to access that exist at Defendants' facilities.

15 9. Defendants failed to provide auxiliary aids and services that are necessary to ensure equal
16 access to the goods, services, privileges, or accommodations that it offers. Title 28, part 36.303
17 of Code of Federal Regulations states:

18 (a) General. A public accommodation shall take those steps that may be necessary to ensure that
19 no individual with a disability is excluded, denied services, segregated or otherwise treated
20 differently than other individuals because of the absence of auxiliary aids and services, unless the
21 public accommodation can demonstrate that taking those steps would fundamentally alter the
22 nature of the goods, services, facilities, privileges, advantages, or accommodations being offered
23 or would result in an undue burden, i.e., significant difficulty or expense.

24 (b) Examples. The term "auxiliary aids and services" includes:

25 (1) Qualified interpreters, notetakers, computer-aided transcription services, written
26 materials, telephone handset amplifiers, assistive listening devices, assistive listening
27 systems, telephones compatible with hearing aids, closed caption decoders, open and
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1 closed captioning, telecommunications devices for deaf persons (TDD's), videotext
2 displays, or other effective methods of making aurally delivered materials available to
3 individuals with hearing impairments;

4 (2) Qualified readers, taped texts, audio recordings, Brailled materials, large print
5 materials, or other effective methods of making visually delivered materials available to
6 individuals with visual impairments;

7 (3) Acquisition or modification of equipment or devices; and

8 (4) Other similar services and actions.

9 (c) Effective communication. A public accommodation shall furnish appropriate auxiliary aids
10 and services where necessary to ensure effective communication with individuals with
11 disabilities.

12 10. Plaintiff can prove these barriers as Plaintiff conducted a preliminary survey of
13 Defendants' facility. Plaintiff specifically alleges that Defendants knew, to a substantial
14 certainty, that the architectural barriers precluded equal access. First, Plaintiff will prove that
15 Defendants had actual knowledge that the architectural barriers precluded equal access and that
16 the noncompliance with ADAAG as to accessible entrances was intentional. Second, due to the
17 abundance of ADA information and constant news covers of ADA lawsuits, Defendants had
18 actual knowledge of the ADA and decided deliberately not to remove architectural barriers.
19 Third, Defendants have no plans to remodel. Fourth, Defendants had actual knowledge of ADA
20 given all the ADA public awareness campaigns, the abundance of free ADA information and the
21 media's constant ADA coverage. Fifth, a human being acting for the defendants made a
22 conscious decision as to how to proceed given the presence of the architectural barriers. Plaintiff
23 alleges any alternative methods preclude integration of disabled patrons, as it requires them to use
24 second-class facilities. Also, expert testimony will show the facility contained inaccessible
25 features. Plaintiff alleges businesses often state that they have few customers with disabilities.
26 Plaintiff alleges such customers avoid patronizing inaccessible businesses and are deterred from
27 patronizing such businesses.
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1 11. For example, there is no van parking and no van sign. These violations deterred the
2 Plaintiff's access to the pharmacy. In addition, the property failed to have disability tow away
3 signs at the parking lot entrance.

4 12. Plaintiff intends to return to Defendants' public accommodation facilities in the immediate
5 future. Plaintiff was deterred and is presently deterred from returning due to his knowledge of the
6 barriers to access that exist at Defendants' facilities.

7 13. Pursuant to federal and state law, Defendants are required to remove barriers to their
8 existing facilities. Further, Defendants had actual knowledge of their barrier removal duties
9 under the Americans with Disabilities Act and the Civil Code before January 26, 1992. Also,
10 Defendants should have known that individuals with disabilities are not required to give notice to
11 a governmental agency before filing suit alleging Defendants failed to remove architectural
12 barriers.

13 14. Plaintiff believes and herein alleges Defendants' facilities have access violations not
14 directly experienced by Plaintiff which would preclude or limit access by Plaintiff potentially
15 including but not limited to violations of the ADA, ADA Accessibility Guidelines (Codified in 28
16 C.F.R. Part 36, App. A) and Title 24 of the California Building Code. Plaintiff alleges
17 Defendants are required to utilize the ADA checklist for Readily Achievable Barrier Removal
18 approved by the United States Department of Justice and created by Adaptive Environments.
19 Plaintiff is entitled to injunctive relief to remove all barriers to access that are related to his
20 disability even those barriers that are only known to exist but are not directly experienced by
21 plaintiff. *Doran v 7-Eleven Inc.*, 2007 U.S.App.Lexis 26143 (9th Cir 2007).

22 15. Based on these facts, Plaintiff alleges he was discriminated against each time he
23 patronized and/or was deterred from patronizing Defendants' facilities. Plaintiff was extremely
24 upset due to Defendants' conduct.

25 16. Plaintiff is not required to provide notice to the defendants prior to filing a complaint
26 and/or to recover attorney fees and costs. *Botosan v. Paul McNally Realty*, 216 F.3d 827, 832
27 (9th Cir 2000). *Skaff v Meridien*, 2007 U.S. App. LEXIS 25516 (9th Cir 2007).
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1 **WHAT CLAIMS ARE PLAINTIFF ALLEGING AGAINST EACH NAMED**

2 **DEFENDANT**

3 17. Defendants AHE OF CALIFORNIA INC; RX911, INC. DBA WOODLAKE
4 PHARMACY and Does 1 through 10 will be referred to collectively hereinafter as "Defendants."

5 18. Plaintiff avers that the Defendants are liable for the following claims as alleged below:

6 **DISCRIMINATORY PRACTICES IN PUBLIC ACCOMMODATIONS**

7 **FIRST CAUSE OF ACTION AGAINST ALL DEFENDANTS- Claims Under The Americans**

8 **With Disabilities Act Of 1990**

9 **Claim I**

10 19. Based on the facts stated above, Defendants discriminated against Plaintiff on the basis of
11 disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages,
12 or accommodations of any place of public accommodation as Defendants own, lease (or lease
13 to), or operate a place of public accommodation in violation of 42 U.S.C. §12182.

14 **Claim II**

15 20. Based on the facts stated above, Defendants discriminated against Plaintiff directly, or
16 through contractual, licensing, or other arrangements, to a denial of the opportunity of the
17 individual or class to participate in or benefit from the goods, services, facilities, privileges,
18 advantages, or accommodations of an entity in violation of 42 U.S.C. §12182.

19 **Claim III**

20 21. Based on the facts stated above, Defendants discriminated against Plaintiff as it is
21 discriminatory to afford an individual or class of individuals, on the basis of a disability or
22 disabilities of such individual or class, directly, or through contractual, licensing, or other
23 arrangements with the opportunity to participate in or benefit from a good, service, facility,
24 privilege, advantage, or accommodation that is not equal to that afforded to other individuals in
25 violation of 42 U.S.C. §12182.

26 **Claim IV**

27 22. Based on the facts stated above, Defendants discriminated against Plaintiff as it is
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1 discriminatory to provide an individual or class of individuals, on the basis of a disability or
2 disabilities of such individual or class, directly, or through contractual, licensing, or other
3 arrangements with a good, service, facility, privilege, advantage, or accommodation that is
4 different or separate from that provided to other individuals.

5 Claim V

6 23. Based on the facts stated above, Defendants discriminated against Plaintiff as Defendants
7 failed to afford to an individual with a disability in the most integrated setting appropriate to
8 the needs of the individual in violation of 42 U.S.C. §12182.

9 Claim VI

10 24. Based on the facts stated above, Defendants discriminated against Plaintiff as Defendants
11 utilized standards or criteria or methods of administration that have the effect of discriminating on
12 the basis of disability; or that perpetuate the discrimination of others who are subject to common
13 administrative control in violation of 42 U.S.C. §12182.

14 Claim VII

15 25. Based on the facts stated above, Defendants discriminated against Plaintiff as it is
16 discriminatory to exclude or otherwise deny equal goods, services, facilities, privileges,
17 advantages, accommodations, or other opportunities to an individual or entity because of the
18 known disability of an individual with whom the individual or entity is known to have a
19 relationship or association in violation of 42 U.S.C. §12182. See *Niece v. Fitzner* 922 F. Supp.
20 1208 (1996)

21 Claim VIII

22 26. Based on the facts stated above, Defendants discriminated against Plaintiff as Defendants
23 engaged in the specific prohibitions as stated in 42 U.S.C. §12182.

24 Claim IX

25 27. Based on the facts stated above, Defendants discriminated against Plaintiff as Defendant
26 failed to demonstrate that the removal of a barrier is not readily achievable, and made such goods,
27 services, facilities, privileges, advantages, or accommodations available through alternative
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1 methods in a segregated manner in violation of 42 U.S.C. §12182. Plaintiff is entitled to
2 injunctive relief to remove all barriers to access that are related to his disability even those
3 barriers that are only known to exist but are not directly experienced by plaintiff. *Doran v 7-
4 Eleven Inc*, 2007 U.S.App.Lexis 26143 (9th Cir 2007).

5 Claim X

6 28. Based on the facts stated above, Defendants discriminated against Plaintiff as Defendants
7 altered the use of their establishment in a manner that affected or could have affected the usability
8 of the facility or part thereof and failed to make alterations in such a manner that, to the maximum
9 extent feasible, the altered portions of the facility are readily accessible to and usable by
10 individuals with disabilities in violation of 42 U.S.C. §12183.

11 29. WHEREFORE, Plaintiff pray for judgment and relief as hereinafter set forth.

12
13 **SECOND CAUSE OF ACTION AGAINST ALL DEFENDANTS - CLAIMS UNDER**
14 **CALIFORNIA ACCESSIBILITY LAWS**

15 **CLAIM I: Denial Of Full And Equal Access**

16 30. Based on the facts plead above and elsewhere in this complaint, Plaintiff was denied full
17 and equal access to Defendants' goods, services, facilities, privileges, advantages, or
18 accommodations within a public accommodation owned, leased, and/or operated by Defendants
19 as required by Civil Code Sections 54 and 54.1.

20 **CLAIM II: Failure To Modify Practices, Policies And Procedures**

21 31. Based on the facts plead above and elsewhere herein this complaint, Defendants failed and
22 refused to provide a reasonable alternative by modifying its practices, policies, and procedures in
23 that they failed to have a scheme, plan, or design to assist Plaintiff and/or others similarly situated
24 in entering and utilizing Defendants' services as required by Civil Code § 54.1. Thus, Plaintiff
25 was subjected to discrimination in violation of Civil Code § 54.1.

26 **CLAIM III: Violation Of The Unruh Act**

27 32. Based on the facts plead above and elsewhere herein this complaint and because
28 Defendants violated the Civil Code § 51 by failing to comply with 42 United States Code §

1 12182(b)(2)(A)(iv) and 42 U.S.C. § 12183(a)(2), Defendants did and continue to knowingly
2 discriminate against Plaintiff and persons similarly situated in violation of Civil Code §§ 51, 52,
3 and 54.1. Plaintiff alleges the access violations alleged here are so obvious as to implicate at least
4 a prima facie case of discriminatory intent.

5 33. Based on the facts plead above, Claims I, II, and III of Plaintiffs' Second Cause Of
6 Action above, and the facts elsewhere herein this complaint, Plaintiff will suffer irreparable harm
7 unless Defendants are ordered to remove architectural, non-architectural, and communication
8 barriers at Defendants' public accommodation. Plaintiff alleges that Defendants' discriminatory
9 conduct is capable of repetition, and this discriminatory repetition adversely impacts Plaintiff and
10 a substantial segment of the disability community. Plaintiff alleges there is a state and national
11 public interest in requiring accessibility in places of public accommodation. Plaintiff has no
12 adequate remedy at law to redress the discriminatory conduct of Defendants. Plaintiff desires to
13 return to Defendants' places of business in the immediate future. Accordingly, the Plaintiff
14 alleges that a structural or mandatory injunction is necessary to enjoin compliance with state civil
15 rights laws enacted for the benefit of individuals with disabilities.

16 34. Wherefore, Plaintiff prays for damages and relief as hereinafter stated.
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24 DEMAND FOR JUDGMENT FOR RELIEF:

- 25
26 A. For injunctive relief pursuant to 42 U.S.C. § 12188(a).
27 B. For general damages pursuant to Cal. Civil Code §§ 52 or 54.3:
28 C. For \$4,000 in damages pursuant to Cal. Civil Code § 52 for each and every offense of

1 Civil Code § 51, Title 24 of the California Building Code, ADA, and ADA Accessibility
2 Guidelines (Codified in 28 C.F.R. Part 36, App. A):

3 D. In the alternative to the damages pursuant to Cal. Civil Code § 52 in Paragraph C above,
4 for \$1,000 in damages pursuant to Cal. Civil Code § 54.3 for each and every offense of Civil
5 Code § 54.1, Title 24 of the California Building Code, ADA, and ADA Accessibility Guidelines;

6 E. For treble damages pursuant to Cal. Civil Code §§ 52(a) or 54.3(a);

7
8 F. For attorneys fees pursuant to 42 U.S.C. § 1988, 42 U.S.C. § 12205, and Cal. Civil Code
9 § 52; 54.3;


10 G. A Jury Trial and;

11 H. For such other further relief as the court deems proper.

12 Respectfully submitted:

13 Dated: May 2, 2008

PINNOCK & WAKEFIELD, A.P.C.

14 By: 
15 THEODORE A. PINNOCK, ESQ.
16 DAVID C. WAKEFIELD, ESQ.
17 Attorneys for Plaintiff
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PLAINTIFF OR PARTY WITHOUT ATTORNEY (Name, state bar number, address)
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 ATTORNEY FOR (Name) PLAINTIFF
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
 STREET ADDRESS 6230 Sylmar Avenue
 MAILING ADDRESS
 CITY AND ZIP CODE Van Nuys, California 91401
 BRANCH NAME Northwest District Van Nuys Courthouse East
 PLAINTIFF/ PETITIONER: JON CARPENTER
 DEFENDANT/ RESPONDENT: AHE OF CALIFORNIA INC: ET AL

FOR COURT USE ONLY
 FILED
 LOS ANGELES COUNTY CLERK
 MAY 28 2007
 JOHN A. GILBERT, CLERK
 BY: *H. Linn* DEPUTY
 L 0081535
 CASE NUMBER

ORDER ON APPLICATION FOR WAIVER OF COURT FEES AND COSTS

- The application was filed on (date): 5/5/08 A previous order was issued on (date):
- The application was filed by (name): JON CARPENTER
- IT IS ORDERED that the application is granted in whole in part (complete item 4 below).
 - No payments.** Payment of all the fees and costs listed in California Rules of Court, rule 985(i), is waived. The
 - applicant shall pay** all the fees and costs listed in California Rules of Court, rule 985(i), EXCEPT the following:

(1) <input checked="" type="checkbox"/> Filing papers.	(6) <input type="checkbox"/> Sheriff and marshal fees.
(2) <input type="checkbox"/> Certification and copying.	(7) <input type="checkbox"/> Reporter's fees* (valid for 60 days).
(3) <input type="checkbox"/> Issuing process and certification.	(8) <input type="checkbox"/> Telephone appearance (Gov. Code, § 68070.1
(4) <input type="checkbox"/> Transmittal of papers.	(9) <input type="checkbox"/> (c) Other (specify code section):
(5) <input type="checkbox"/> Court-appointed interpreter.	

Reporter's fees are per diem pursuant to Code Civ. Proc., §§ 269, 274c, and Gov. Code, §§ 69947, 69948, and 72195.
 - Method of payment.** The applicant shall pay all the fees and costs when charged, EXCEPT as follows:

(1) <input type="checkbox"/> Pay (specify):	percent.	(2) <input type="checkbox"/> Pay: \$	per month or more until the balance is paid.
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 - The clerk of the court, county financial officer, or appropriate county officer is authorized to require the applicant to appear before and be examined by the court no sooner than four months from the date of this order, and not more than once in any four-month period. The applicant is ordered to appear in this court as follows for review of his or her financial status:

Date:	Time:	Dept.:	Div.:	Room:
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 - The clerk is directed to mail a copy of this order only to the applicant's attorney or to the applicant if not represented.
 - All unpaid fees and costs shall be deemed to be taxable costs if the applicant is entitled to costs and shall be a lien on any judgment recovered by the applicant and shall be paid directly to the clerk by the judgment debtor upon such recovery.**
- IT IS ORDERED that the application is denied in whole in part for the following reasons (see Cal. Rules of Court, rule 985):
 - Monthly household income exceeds guidelines (Gov. Code, § 68511.3(a)(6)(B); form 982(a)(17)(A)).
 - Other (Complete line 4b on page 2).
 - The applicant shall pay any fees and costs due in this action within 10 days from the date of service of this order or paper filed by the applicant with the clerk will be of no effect.
 - The clerk is directed to mail a copy of this order to all parties who have appeared in this action.
- IT IS ORDERED that a hearing be held.
 - The substantial evidentiary conflict to be resolved by the hearing is (specify):
 - The applicant should appear in this court at the following hearing to help resolve the conflict:

Date:	Time:	Dept.:	Div.:	Room:
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 - The address of the court is (specify):

<input type="checkbox"/> Same as above
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 - The clerk is directed to mail a copy of this order only to the applicant's attorney or to the applicant if not represented.

NOTICE: If item 3d or item 5b is filled in and the applicant does not attend the hearing, the court may revoke or change the order or deny the application without considering information the applicant wants the court to consider.

WARNING: The applicant must immediately tell the court if he or she becomes able to pay court fees or costs during this action. The applicant may be ordered to appear in court and answer questions about his or her ability to pay fees or costs.

Date: 5/28/08  Clerk, by H. Linn Deputy
 JUDICIAL OFFICER (Clerk may GRANT in full a nondiscretionary fee waiver; see Cal Rules of Court, rule 985(d)) Page 1 of 2

PLAINTIFF/PETITIONER (Name): JON C. PENTER	CASE NUMBER
DEFENDANT/RESPONDENT (Name): AHE OF CALIFORNIA INC; ET AL	

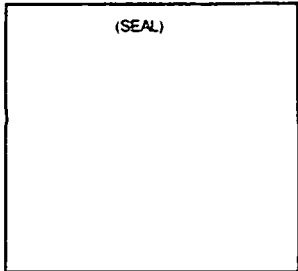
4b Application is denied in whole or in part (specify reasons):

CLERK'S CERTIFICATE OF MAILING

I certify that I am not a party to this cause and that a true copy of the foregoing was mailed first class, postage prepaid, in a sealed envelope addressed as shown below, and that the mailing of the foregoing and execution of this certificate occurred at _____, California,
 (place):
 on (date):

Clerk, by _____, Deputy

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CLERK'S CERTIFICATE

I certify that the foregoing is a true and correct copy of the original on file in my office.

Date:

Clerk, by _____, Deputy