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SUPERIOR COURT  
SAN DIEGO COUNTY, CA

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**SUPERIOR COURT OF THE STATE OF CALIFORNIA  
FOR THE COUNTY OF SAN DIEGO  
CENTRAL**

**LISSA HAYES**

**Plaintiff,**

**v.**

**ALVARADO PLAZA PHARMACY**

**And DOES 1 THROUGH 10, Inclusive**

**Defendants.**

Case No. 37-2007-00072367-cu-cr-ctl

**FIRST AMENDED CIVIL**

**COMPLAINT:**

**DISCRIMINATORY PRACTICES IN  
PUBLIC ACCOMMODATIONS**

**[42 U.S.C. 12182(a) ET. SEQ; CIVIL  
CODE 51, 52, 54, 54.1]**

**NAMED DEFENDANTS AND NAMED PLAINTIFF**

1. 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.

2. Plaintiffs are further informed and believe and thereon allege that Defendants,

**ALVARADO PLAZA PHARMACY**

1 , are the owners, operators, and/or lessors of the real property, as well as the business  
2 operated thereon.

3 3. The words "Plaintiffs" and "Plaintiff's Member" as used herein specifically  
4 include the organization and TRIPPLE AAA ASSOCIATION FOR CHILDREN AND  
5 ADULTS WITH DEVELOPMENTAL DISABILITIES , SUING ON BEHALF OF ITS  
6 MEMBERS, ; and persons associated with its Members who accompanied Members to  
7 Defendants' facilities.

8 4. Defendants Does 1 through 10, were at all times relevant herein subsidiaries,  
9 employers, employees, agents, of Defendants ALVARADO PLAZA PHARMACY  
10

11 . Plaintiffs are ignorant of the true names and capacities of Defendants sued herein as  
12 Does 1 through 10, inclusive, and therefore sues these Defendants by such fictitious  
13 names. Plaintiffs will pray leave of the court to amend this complaint to allege the true  
14 names and capacities of the Does when ascertained.

15 5. Plaintiffs are informed and believe, and thereon allege, that Defendants and each  
16 of them herein were, at all times relevant to the action, the owner, lessor, lessee,  
17 franchiser, franchisee, general partner, limited partner, agent, employee, representing  
18 partner, or joint venturer of the remaining Defendants and were acting within the course  
19 and scope of that relationship. Plaintiffs are further informed and believe, and thereon  
20 allege, that each of the Defendants herein gave consent to, ratified, and/or authorized the  
21 acts alleged herein to each of the remaining Defendants.  
22

23  
24 **CONCISE SET OF FACTS**

25 6. Plaintiff has an impairment.

26 7. Defendants failed to provide auxiliary aids and services that are necessary to  
27 ensure equal access to the goods, services, privileges, or accommodations that it offers.  
28

1 Title 28, part 36.303 of Code of Federal Regulations states:

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

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

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

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

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

22 (4) Other similar services and actions.

23 (c) Effective communication. A public accommodation shall furnish  
24 appropriate auxiliary aids and services where necessary to ensure effective  
25 communication with individuals with disabilities.  
26  
27  
28

1 Defendants failed to comply with Title 28, part 36.303 of Code of Federal Regulations as  
2 it failed to provide Qualified readers, taped texts, audio recordings, Brailled materials, or  
3 large print materials. Further, Defendants failed to remove architectural barriers as  
4 attached as Exhibit A.

5 8. Plaintiff's Member and Plaintiff(s) have physical impairments because their  
6 conditions affect one or more of the following body systems: neurological,  
7 musculoskeletal, special sense organs, and/or cardiovascular. Further, Plaintiff's  
8 Member and Plaintiff(s) said physical impairments substantially limits one or more of the  
9 following major life activities. In addition, Plaintiff's Member and Plaintiff(s) cannot  
10 perform one or more of the said major life activities in the manner, speed, and duration  
11 when compared to the average person. Moreover, Plaintiff's Member and Plaintiff(s) has  
12 a history of or has been classified as having a physical impairment as required by 42  
13 U.S.C. § 12102(2)(A).

14 9. Plaintiff's Members expressly intend to patronize the establishment and the  
15 property that is the subject of this Complaint in the immediate future.

16 10. Plaintiff's Member was deterred from patronizing the facility.

17  
18 **WHAT CLAIMS ARE PLAINTIFFS ALLEGING AGAINST EACH NAMED**  
19 **DEFENDANT**

20 10. Defendants ALVARADO PLAZA PHARMACY

21  
22 and Does 1 through 10 will be referred to collectively hereinafter as "Defendants."

23 11. Plaintiffs aver that the Defendants are liable for the following claims as alleged  
24 below:

25  
26 **DISCRIMINATORY PRACTICES IN PUBLIC ACCOMMODATIONS**

1 FIRST CAUSE OF ACTION AGAINST ALL DEFENDANTS- Claims Under The  
2 Americans With Disabilities Act Of 1990

3 Claim I

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

9 Claim II

10 13. Based on the facts stated above, Defendants discriminated against Plaintiffs  
11 directly, or through contractual, licensing, or other arrangements, to a denial of the  
12 opportunity of the individual or class to participate in or benefit from the goods, services,  
13 facilities, privileges, advantages, or accommodations of an entity in violation of 42  
14 U.S.C. §12182.

15 Claim III

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

22 Claim IV

23 15. Based on the facts stated above, Defendants discriminated against Plaintiffs as it  
24 is discriminatory to provide an individual or class of individuals, on the basis of a  
25 disability or disabilities of such individual or class, directly, or through contractual,  
26 licensing, or other arrangements with a good, service, facility, privilege, advantage, or  
27

1 accommodation that is different or separate from that provided to other individuals.

2 Claim V

3 16. Based on the facts stated above, Defendants discriminated against Plaintiffs as  
4 Defendants failed to afford to an individual with a disability in the most integrated  
5 setting appropriate to the needs of the individual in violation of 42 U.S.C. §12182.

6 Claim VI

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

11 Claim VII

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

18 Claim VIII

19 19. Based on the facts stated above, Defendants discriminated against Plaintiffs as  
20 Defendants engaged in the specific prohibitions as stated in 42 U.S.C. §12182.

21 Claim IX

22 20. Based on the facts stated above, Defendants discriminated against Plaintiffs as  
23 Defendant failed to demonstrate that the removal of a barrier is not readily achievable,  
24 and made such goods, services, facilities, privileges, advantages, or accommodations  
25 available through alternative methods in a segregated manner in violation of 42 U.S.C.  
26 §12182.  
27

1 Claim X

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

8 22. WHEREFORE, Plaintiffs pray for judgment and relief as hereinafter set forth.

9  
10 SECOND CAUSE OF ACTION AGAINST ALL DEFENDANTS - **CLAIMS UNDER**  
11 **CALIFORNIA ACCESSIBILITY LAWS**

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

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

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

19 24. Based on the facts plead at ¶¶ 6-16 above and elsewhere herein this complaint,  
20 Defendants failed and refused to provide a reasonable alternative by modifying its  
21 practices, policies, and procedures in that they failed to have a scheme, plan, or design to  
22 assist Plaintiffs and/or others similarly situated in entering and utilizing Defendants'  
23 services as required by Civil Code § 54.1. Thus, Plaintiff's Member and Plaintiff(s) were  
24 subjected to discrimination in violation of Civil Code § 54.1.

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

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

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

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

18 27. Wherefore, Plaintiffs pray for damages and relief as hereinafter stated.  
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DEMAND FOR JUDGMENT FOR RELIEF:

- A. For injunctive relief pursuant to 42 U.S.C. § 12188(a).
- B. For attorneys fees pursuant to 42 U.S.C. § 1988, 42 U.S.C. § 12205, and Cal. Civil Code § 51, 52; 54.3;
- C. A Jury Trial and;
- D. For such other further relief as the court deems proper.

Respectfully submitted:

**PINNOCK & WAKEFIELD, A.P.C.**

Dated: August 20, 2007

By:   
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THEODORE A. PINNOCK, ESQ.  
MICHELLE L. WAKEFIELD, ESQ.  
Attorneys for Plaintiffs

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**ACCESSIBILITY SURVEY  
ADA TITLE III**

**Disability Compliance Documentation**

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**Reported August, 2007**

**ALVARADO PLAZA PHARMACY**

**Alvarado Plaza Pharmacy**

**918 Orange Ave**

**San Diego, CA 92115**

**(619) 267-1206**

**37-2007-00072367-cv-cr-cl**

**Report of Findings**

**I. IN GENERAL**

This report focuses on architectural barriers and the provision of auxiliary aids which may challenge access to goods or services. This is only a preliminary report conducted to comply with Rule 11 of the Federal Rules of Civil Procedure.

- II. **AUXILIARY AIDS:** The pharmacy provides written information to customers without offering large print, Braille or taped text. Written information in the form of medicine instructions is given to customers to take home. A pharmacy must provide the Auxiliary Aids as

follows:

- a. **Purchase Braille Translation Software:** The industry leading multi-platform, multi-language Braille translator for anyone from the casual user to the power user. Approximate Cost Price: \$580.00. The purpose of the device is to translate current word documents to be printed as Braille.
- b. **Purchase or provide Digital Dictating Machine/Voice.** Approximate Cost Price: \$15.00. The purpose of this machine is to provide taped text to customers that are blind that do not read Braille.
- c. **Provide large Print by using Microsoft Word.**

Large Print is 16 point or greater upon customer request.

- d. **Provide Qualified Reader -** A trained employee who reads the prescriptions. Costs –none.
- e. **Provide signage as to the availability of auxiliary aids;**

## Exhibit A

- f. Provide staff training as to how to provide auxiliary aids and to provide staff training to recognize customers with sight impairments to offer available auxiliary aids.

### III. ARCHITECTURAL BARRIERS

#### A. VIOLATIONS

This report contains a number of serious violations to the accessibility Standards as outlined in the ADA Act of 1990 Title III, and the California Accessibility Standards Title 24. However, more violations could, and perhaps do exist. A more detailed study must be conducted to identify all violations. Such a study is beyond the scope of the violations noted in this survey.