

FILED IN FORMA PAUPERIS (CRC 985)  
PER ORDER DATED 1-14-07  
AMOUNT RECOVERABLE PURSUANT  
TO 68511.3 GC § 72000  
PLUS ADMINISTRATIVE FEE \$ 71.00

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**FILED**  
LOS ANGELES SUPERIOR COURT  
SEP 28 2007 S

JOHN A. CLARKE, CLERK  
*Jennifer Young*  
BY JENNIFER YOUNG, DEPUTY

Attorneys for Plaintiff

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

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**JIM COHAN;**  
  
**Plaintiff,**  
  
**v.**  
  
**PRESTIGE PHARMACY;  
TOSUNYAN, INC; RODRIGUEZ &  
SON PROPERTIES (PARTNERSHIP);  
And DOES 1 THROUGH 10, Inclusive**  
  
**Defendants.**

Case No. **EC 045609**

**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 PRESTIGE PHARMACY; TOSUNYAN, INC; RODRIGUEZ & SON PROPERTIES (PARTNERSHIP) are the owners, operators, and/or lessors of the real property, as well as the business operated thereon. PRESTIGE PHARMACY

BUSINESS ADDRESS:

1 1220 S CENTRAL AVE

2 GLENDALE, CA 91204-2547

3 COMPANY NAME: TOSUNYAN, INC.

4 REGISTERED AGENT: TIGRAN OGANESYAN

5 REGISTERED OFFICE:

6 14114 VICTORY BLVD STE 204

7 SHERMAN OAKS, CA 91401

8 PROPERTY BUYER: RODRIGUEZ & SON PROPERTIES (PARTNERSHIP)

9 BUYER MAILING ADDRESS: C/O JEFFREY D LEWIS, 9720 WILSHIRE

10 BOULEVARD, BEVERLY HILLS, CA 90212

11 PROPERTY ADDRESS: 1220 S CENTRAL AVENUE, GLENDALE, CA 91204

12 3. The words "Plaintiffs" and "Plaintiff's Member" as used herein specifically  
13 include the organization and TRIPPLE AAA ASSOCIATION FOR CHILDREN AND  
14 ADULTS WITH DEVELOPMENTAL DISABILITIES, SUIING ON BEHALF OF ITS  
15 MEMBERS, JIM COHAN; and persons associated with its Members who accompanied  
16 Members to Defendants' facilities.

17 4. Defendants Does 1 through 10, were at all times relevant herein subsidiaries,  
18 employers, employees, agents, of Defendants PRESTIGE PHARMACY; TOSUNYAN,  
19 INC; and RODRIGUEZ & SON PROPERTIES (PARTNERSHIP). Plaintiffs are  
20 ignorant of the true names and capacities of Defendants sued herein as Does 1 through  
21 10, inclusive, and therefore sues these Defendants by such fictitious names. Plaintiffs  
22 will pray leave of the court to amend this complaint to allege the true names and  
23 capacities of the Does when ascertained.

24 5. Plaintiffs are informed and believe, and thereon allege, that Defendants and each  
25 of them herein were, at all times relevant to the action, the owner, lessor, lessee,  
26 franchiser, franchisee, general partner, limited partner, agent, employee, representing  
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1 partner, or joint venturer of the remaining Defendants and were acting within the course  
2 and scope of that relationship. Plaintiffs are further informed and believe, and thereon  
3 allege, that each of the Defendants herein gave consent to, ratified, and/or authorized the  
4 acts alleged herein to each of the remaining Defendants.

5 **CONCISE SET OF FACTS**

6 6. Plaintiff's Members JIM COHAN visited the Defendants' facility. Plaintiff has an  
7 impairment.

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

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

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

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

20 (1) Qualified interpreters, notetakers, computer-aided transcription  
21 services, written materials, telephone handset amplifiers, assistive  
22 listening devices, assistive listening systems, telephones compatible with  
23 hearing aids, closed caption decoders, open and closed captioning,  
24 telecommunications devices for deaf persons (TDD's), videotext displays,  
25 or other effective methods of making aurally delivered materials available  
26 to individuals with hearing impairments;  
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1 (2) Qualified readers, taped texts, audio recordings, Brailled materials,  
2 large print materials, or other effective methods of making visually  
3 delivered materials available to individuals with visual impairments;

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

5 (4) Other similar services and actions.

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

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

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

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

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

25 **WHAT CLAIMS ARE PLAINTIFFS ALLEGING AGAINST EACH NAMED**  
26 **DEFENDANT**  
27

1 11. Defendants PRESTIGE PHARMACY; TOSUNYAN, INC; RODRIGUEZ &  
2 SON PROPERTIES (PARTNERSHIP); and Does 1 through 10 will be referred to  
3 collectively hereinafter as "Defendants."

4 12. Plaintiffs aver that the Defendants are liable for the following claims as alleged  
5 below:

6  
7 **DISCRIMINATORY PRACTICES IN PUBLIC ACCOMMODATIONS**

8 **FIRST CAUSE OF ACTION AGAINST ALL DEFENDANTS- Claims Under The**  
9 **Americans With Disabilities Act Of 1990**

10 **Claim I**

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

16 **Claim II**

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

22 **Claim III**

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

3 **Claim IV**

4 16. Based on the facts stated above, Defendants discriminated against Plaintiffs as it  
5 is discriminatory to provide an individual or class of individuals, on the basis of a  
6 disability or disabilities of such individual or class, directly, or through contractual,  
7 licensing, or other arrangements with a good, service, facility, privilege, advantage, or  
8 accommodation that is different or separate from that provided to other individuals.

9 **Claim V**

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

13 **Claim VI**

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

18 **Claim VII**

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

25 **Claim VIII**

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

2 Claim IX

3 21. Based on the facts stated above, Defendants discriminated against Plaintiffs as  
4 Defendant failed to demonstrate that the removal of a barrier is not readily achievable,  
5 and made such goods, services, facilities, privileges, advantages, or accommodations  
6 available through alternative methods in a segregated manner in violation of 42 U.S.C.  
7 §12182.

8 Claim X

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

15 23. WHEREFORE, Plaintiffs pray for judgment and relief as hereinafter set forth.

17 **SECOND CAUSE OF ACTION AGAINST ALL DEFENDANTS - CLAIMS UNDER**  
18 **CALIFORNIA ACCESSIBILITY LAWS**

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

20 24. Based on the facts plead above and elsewhere in this complaint, Plaintiff's  
21 Member and Plaintiff(s) was denied full and equal access to Defendants' goods, services,  
22 facilities, privileges, advantages, or accommodations within a public accommodation  
23 owned, leased, and/or operated by Defendants as required by Civil Code Sections 54 and  
24 54.1.

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

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

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

6 26. Based on the facts plead above and elsewhere herein this complaint and because  
7 Defendants violated the Civil Code § 51 by failing to comply with 42 United States Code  
8 § 12182(b)(2)(A)(iv) and 42 U.S.C. § 12183(a)(2), Defendants did and continue to  
9 knowingly discriminate against Plaintiffs and persons similarly situated in violation of  
10 Civil Code §§ 51, 52, and 54.1. Plaintiffs allege the access violations alleged here are so  
11 obvious as to implicate at least a prima facie case of discriminatory intent.

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

25 28. Wherefore, Plaintiffs pray for damages and relief as hereinafter stated.

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1 DEMAND FOR JUDGMENT FOR RELIEF:

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

Respectfully submitted:

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

Dated: September 6, 2007

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

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, state bar number, and address):  
 Theodore A. Pinnock, Esq. SBN: 153434  
 PINNOCK & WAKEFIELD, A.P.C.  
 3033 Fifth Avenue, Suite 410  
 San Diego, CA 92103  
 TELEPHONE NO.: (619) 858-3671 FAX NO.: (619) 858-3646  
 E-MAIL ADDRESS (Optional): Pinnock99@aol.com  
 ATTORNEY FOR (Name): Plaintiff

FOR COURT USE ONLY

**FILED**

LOS ANGELES SUPERIOR COURT

SEP 28 2007

JOHN A. CLARKE, CLERK  
*Jennifer Young*  
 BY JENNIFER YOUNG, DEPUTY

SUPERIOR COURT OF CALIFORNIA, COUNTY OF Los Angeles

STREET ADDRESS: 600 East Broadway North Central District  
 MAILING ADDRESS: 600 East Broadway 300 E. Olive Ave.  
 CITY AND ZIP CODE: Glendale, CA 91206 Burbank, CA 91502  
 BRANCH NAME: Glendale Courthouse

PLAINTIFF/ PETITIONER: JIM COHAN  
 DEFENDANT/ RESPONDENT: PRESTIGE PHARMACY, TOSUNYAN, INC., RODRIGUEZ  
 JSCW PROPERTIES (PARTNERSHIP) AND DOES THROUGH

CASE NUMBER: EC 045609

**ORDER ON APPLICATION FOR WAIVER OF COURT FEES AND COSTS**

- The application was filed on (date): 9-28-07  A previous order was issued on (date):
- The application was filed by (name): JIM COHAN
- 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 3.61, is waived.
  - The applicant shall pay all the fees and costs listed in California Rules of Court, rule 3.61, EXCEPT the following:
 

(1) <input 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 (c))
(4) <input type="checkbox"/> Transmittal of papers.	(9) <input type="checkbox"/> 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)  Pay (specify): \_\_\_\_\_ percent. (2)  Pay: \$ \_\_\_\_\_ per month or more until the balance is paid.
  - 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, rules 3.50-3.63):
  - Monthly household income exceeds guidelines (Gov. Code, § 68511.3(a)(6)(B); form FW-001-INFO).
  - 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 any 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):  
 Same as above
  - 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: SEP 28 2007 JOHN A. CLARKE, CLERK  
 Clerk by *Jennifer Young* Deputy  
 JUDICIAL OFFICER (Clerk may GRANT in full a court fee waiver if the court is satisfied that the applicant is unable to pay court fees or costs.)

Form Adopted for Mandatory Use  
 Judicial Council of California  
 FW-003 (Rev. January 1, 2007)

**ORDER ON APPLICATION FOR WAIVER OF COURT FEES AND COSTS (Fee Waiver)**

Government Code, § 68511.3  
 Cal. Rules of Court, rules 3.50-3.63  
 www.courtinfo.ca.gov

PLAINTIFF/PETITIONER (Name): <u>JIM CHAN</u>	CASE NUMBER:
DEFENDANT/RESPONDENT (Name): <u>PRESTIGE PHARMACY - TOSUNIAO, IOL RODRIGUEZ &amp; SCA PROPERTIES PARTNERSHIP; ADDRESSES 1 THROUGH 10, INCLUSIVE</u>	

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

**CLERK'S CERTIFICATE OF MAILING**

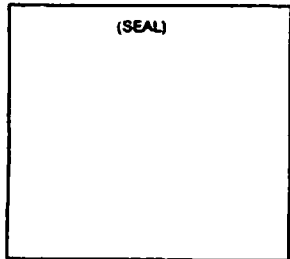
I certify that I am not a party to this cause and that a true copy of the foregoing was mailed first class, postage prepaid, in a sealed envelope addressed as shown below, and that the mailing of the foregoing and execution of this certificate occurred at

(place): Glendale, California,

on (date): SEP 28 2007

JOHN A. CLARKE, CLERK Clerk, by Jennifer Young Deputy  
**JENNIFER YOUNG DEPUTY CLERK**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**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