

1 LISSA HAYES
5435 Heidi Street, #3j
2 La Mesa, Ca. 91942
Phone: 619.674.7652

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3 Plaintiff Pro Per
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7 **SUPERIOR COURT OF THE STATE OF CALIFORNIA**
8 **FOR THE COUNTY OF SAN DIEGO**

9 **LISSA HAYES, an individual,**
10
11 **Plaintiff,**

Case No.: 37-2007-00055266-CU-CR-NC

12 v.

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

13 **COMMUNITY PHARMACY OF VALLEY**
CENTER
14 **; And DOES 1 THROUGH 10, Inclusive**
15 **Defendants.**

16
17 **NAMED DEFENDANTS AND NAMED PLAINTIFF**

18 1. Defendants are, and, at all times mentioned herein, were, a business or corporation or franchise
19 organized and existing and/or doing business under the laws of the State of California.

20 2. Plaintiff is further informed and believe and thereon allege that Defendants **COMMUNITY**
21 **PHARMACY OF VALLEY CENTER**
22 are the owners, operators, and/or lessors of the real property, as well as the business operated thereon. As
23 to Defendants and the property the public record reveals:

24 Community Pharmacy of Valley Center
25 29115 Valley Center Rd.
26 Valley Center, CA 92082
27 (760) 749-1156
28

1 3. Defendants Does 1 through 10, were at all times relevant herein subsidiaries, employers,
2 employees, agents, of COMMUNITY PHARMACY OF VALLEY CENTER
3

4 4. Plaintiff is ignorant of the true names and capacities of Defendants sued herein as Does 1 through
5 10, inclusive, and therefore sues these Defendants by such fictitious names. Plaintiff will pray leave of the
6 court to amend this complaint to allege the true names and capacities of the Does when ascertained.
7

8 5. Plaintiff is informed and believe, and thereon allege, that Defendants and each of them herein were,
9 at all times relevant to the action, the owner, lessor, lessee, franchiser, franchisee, general partner, limited
10 partner, agent, employee, representing partner, or joint venturer of the remaining Defendants and were
11 acting within the course and scope of that relationship.

12 6. Plaintiff is further informed and believe, and thereon allege, that each of the Defendants herein
13 gave consent to, ratified, and/or authorized the acts alleged herein to each of the remaining Defendants.
14

15 CONCISE SET OF FACTS

16 7. In 2007 Plaintiff went to the COMMUNITY PHARMACY OF VALLEY CENTER
17 . Plaintiff experienced architectural and auxiliary aid barriers at the place at which impeded.

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

24 9. Plaintiff was deterred from patronizing the facility due to the alleged ADA violations and/or
25 alleged architectural barriers outlined in Paragraphs above.

26 10. While Plaintiff expressly wants to patronize Defendant's establishment and the property that is the
27 subject of this Complaint in the immediate future, Plaintiff is expressly deterred from returning to the
28 establishment and the property that is the subject of this Complaint due to the existence of the architectural

1 barriers.

2 11. Based on these facts, Plaintiff was discriminated against each time he patronized Defendants'
3 establishment. Plaintiff was extremely upset due to Defendants' conduct.
4

5 **WHAT CLAIMS ARE PLAINTIFFS ALLEGING AGAINST EACH NAMED DEFENDANT**

6 12. COMMUNITY PHARMACY OF VALLEY CENTER

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

8 13. Plaintiff avers that the Defendants are liable for the following claims as alleged below:
9

10 **DISCRIMINATORY PRACTICES IN PUBLIC ACCOMMODATIONS**

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

13 **Claim I**

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

18 15. WHEREFORE, Plaintiff pray for judgment and relief as hereinafter set forth.
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20 **SECOND CAUSE OF ACTION AGAINST ALL DEFENDANTS - CLAIMS UNDER CALIFORNIA**
21 **ACCESSIBILITY LAWS**

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

23 16. Based on the facts plead above and elsewhere in this complaint, Plaintiff was denied full and equal
24 access to Defendants' goods, services, facilities, privileges, advantages, or accommodations within a public
25 accommodation owned, leased, and/or operated by Defendants as required by Civil Code Sections 54 and
26 54.1.

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

28 17. Based on the facts plead above and elsewhere herein this complaint, Defendants failed and refused

1 to provide a reasonable alternative by modifying its practices, policies, and procedures in that they failed to
2 have a scheme, plan, or design to assist Plaintiffs and/or others similarly situated in entering and utilizing
3 Defendants' services as required by Civil Code § 54.1. Thus, Plaintiff was subjected to discrimination in
4 violation of Civil Code § 54.1.

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

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

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

21 20. Wherefore, Plaintiff prays for damages and relief as hereinafter stated.
22

23 **DEMAND FOR JUDGMENT FOR RELIEF:**

24
25 A. For injunctive relief pursuant to 42 U.S.C. § 12188(a). Plaintiff requests this Court enjoin
26 Defendants to remove all architectural barriers in, at, or on their facilities related to the following: Space
27 Allowance and Reach Ranges, Accessible Route, Protruding Objects, Ground and Floor Surfaces, Parking
28 and Passenger Loading Zones, Curb Ramps, Ramps, Stairs, Elevators, Platform Lifts (Wheelchair Lifts),

1 Windows, Doors, Entrances, Drinking Fountains and Water Coolers, Water Closets, Toilet Stalls, Urinals,
2 Lavatories and Mirrors, Sinks, Storage, Handrails, Grab Bars, and Controls and Operating Mechanisms,
3 Alarms, Detectable Warnings, Signage, and Telephones.
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5 B. For damages pursuant to Cal. Civil Code § 52 or 54.3

6 C. For attorneys fees pursuant to 42 U.S.C. § 1988, 42 U.S.C. § 12205, and Cal. Civil Code § 51, 52;
7 54.3;

8 D. A Jury Trial and;

9 E. For such other further relief as the court deems proper.
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11 Respectfully submitted:

12 Dated: 07/30/07

13 By: Lissa Hayes
LISSA HAYES
14 PLAINTIFF PRO PER
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1 **PINNOCK & WAKEFIELD**

2 A Professional Corporation

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4 David C. Wakefield, Esq.

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10 Attorneys for Plaintiff

11 **SUPERIOR COURT OF THE STATE OF CALIFORNIA**
12 **FOR THE COUNTY OF SAN DIEGO**
13 **VISTA**

14 **LISSA HAYES**

15 **Plaintiff,**

16 **v.**

17 **COMMUNITY PHARMACY OF**
18 **VALLEY CENTER; CWL**
19 **PHARMACIES INC; BOZULICH**
20 **FAMILY TRUST (05-24-91**

21 **And DOES 1 THROUGH 10, Inclusive**

22 **Defendants.**

Case No. 37-2007-00055266-CU-CR-NC

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

23 **NAMED DEFENDANTS AND NAMED PLAINTIFF**

24 1. Defendants are, and, at all times mentioned herein, were, a business or
25 corporation or franchise organized and existing and/or doing business under the laws of
26 the State of California.
27
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1 2. Plaintiffs are further informed and believe and thereon allege that Defendants,
2 COMMUNITY PHARMACY OF VALLEY CENTER; CWL PHARMACIES INC;
3 BOZULICH FAMILY TRUST (05-24-91

4 , are the owners, operators, and/or lessors of the real property, as well as the business
5 operated thereon. DBA Name: COMMUNITY PHARMACY OF VALLEY CENTER

6 Filing Date: 8/26/1996

7 Owner(s):

8 CWL PHARMACIES INC

9 29115 Valley Center Rd Ste F

10 Valley Center, CA 92082

11 (760) 749-1156

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13 Property Owner: BOZULICH FAMILY TRUST (05-24-91) (Family Trust)

14 Mailing Address: P O BOX 1636, VALLEY CENTER, CA 92082

15 Property Address: 29115 VALLEY CENTER RD, VALLEY CENTER, CA 92082-6553

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

23 4. Defendants Does 1 through 10, were at all times relevant herein subsidiaries,
24 employers, employees, agents, of Defendants COMMUNITY PHARMACY OF
25 VALLEY CENTER; CWL PHARMACIES INC; BOZULICH FAMILY TRUST (05-24-
26 91

27 . Plaintiffs are ignorant of the true names and capacities of Defendants sued herein as
28

1 Does 1 through 10, inclusive, and therefore sues these Defendants by such fictitious
2 names. Plaintiffs will pray leave of the court to amend this complaint to allege the true
3 names and capacities of the Does when ascertained.

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

11
12 **CONCISE SET OF FACTS**

13 6. Plaintiff has an impairment.

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

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

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

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

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

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

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

11 (4) Other similar services and actions.

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

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

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

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

4 10. Plaintiff's Member was deterred from patronizing the facility.
5

6 **WHAT CLAIMS ARE PLAINTIFFS ALLEGING AGAINST EACH NAMED**
7 **DEFENDANT**

8 10. Defendants COMMUNITY PHARMACY OF VALLEY CENTER; CWL
9 PHARMACIES INC; BOZULICH FAMILY TRUST (05-24-91

10 and Does 1 through 10 will be referred to collectively hereinafter as "Defendants."
11

11 11. Plaintiffs aver that the Defendants are liable for the following claims as alleged
12 below:
13

14 **DISCRIMINATORY PRACTICES IN PUBLIC ACCOMMODATIONS**

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

17 **Claim I**

18 12. Based on the facts stated above, Defendants discriminated against Plaintiffs on the
19 basis of disability in the full and equal enjoyment of the goods, services, facilities,
20 privileges, advantages, or accommodations of any place of public accommodation as
21 Defendants own, lease (or lease to), or operate a place of public accommodation in
22 violation of 42 U.S.C. §12182.
23

24 **Claim II**

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

3 Claim III

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

10 Claim IV

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

16 Claim V

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

20 Claim VI

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

25 Claim VII

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

6 Claim VIII

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

9 Claim IX

10 20. Based on the facts stated above, Defendants discriminated against Plaintiffs as
11 Defendant failed to demonstrate that the removal of a barrier is not readily achievable,
12 and made such goods, services, facilities, privileges, advantages, or accommodations
13 available through alternative methods in a segregated manner in violation of 42 U.S.C.
14 §12182.

15 Claim X

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

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

23
24 **SECOND CAUSE OF ACTION AGAINST ALL DEFENDANTS - CLAIMS UNDER**
25 **CALIFORNIA ACCESSIBILITY LAWS**

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

27 23. Based on the facts plead above and elsewhere in this complaint, Plaintiff's
28

1 Member and Plaintiff(s) was denied full and equal access to Defendants' goods, services,
2 facilities, privileges, advantages, or accommodations within a public accommodation
3 owned, leased, and/or operated by Defendants as required by Civil Code Sections 54 and
4 54.1.

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

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

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

13 25. Based on the facts plead above and elsewhere herein this complaint and because
14 Defendants violated the Civil Code § 51 by failing to comply with 42 United States Code
15 § 12182(b)(2)(A)(iv) and 42 U.S.C. § 12183(a)(2), Defendants did and continue to
16 knowingly discriminate against Plaintiffs and persons similarly situated in violation of
17 Civil Code §§ 51, 52, and 54.1. Plaintiffs allege the access violations alleged here are so
18 obvious as to implicate at least a prima facie case of discriminatory intent.

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

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

**ACCESSIBILITY SURVEY
ADA TITLE III**

Disability Compliance Documentation

Reported August, 2007

COMMUNITY PHARMACY OF VALLEY CENTER, CWL PHARMACIES, INC. BOZULICH
FAMILY TRUST 105-24-91

Community Pharmacy of Valley Center
29115 Valley Center Rd.
Valley Center, GA 92082
(760) 749-1156

37-2007-00055266-CU-CR-NC

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.

Exhibit A

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;**

- 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

There should be 2 disabled parking spaces, and there is only 1 disabled parking space, and this space is badly painted;
There is no access aisle on the right side of the disabled space;
The disabled space is missing the international disabled sign;
There is no warning sign at the entrance;
The customer counter within the pharmacy should only be 36 inches high and yet is more than 36 inches high;
The property is a complex and has only one address for the complex.

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.