

CIVIL BUSINESS OFFICE 10  
CENTRAL DIVISION  
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SUPERIOR COURT  
SAN DIEGO COUNTY, CA

**PINNOCK & WAKEFIELD**

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

**LISSA HAYES**

**Plaintiff,**

**v.**

**HILLCREST PHARMACY, INC.**

**And DOES 1 THROUGH 10, Inclusive**

**Defendants.**

**Case No. 37-2007-00072423-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, HILLCREST PHARMACY, INC.

1  
2 , are the owners, operators, and/or lessors of the real property, as well as the business  
3 operated thereon. Company Name: HILLCREST PHARMACY, INC.

4 Mailing Address:

5 120 UNIVERSITY AVE  
6 SAN DIEGO, CA 92103

7 Registered Agent: SUZANNE R BAEZA

8 Registered Office:

9 120 UNIVERSITY AVE  
10 SAN DIEGO, CA 92103

11  
12 Property Owner: HILLCREST PHARMACY INC (Company/Corporation)

13 Mailing Address: 120 UNIVERSITY AVE, SAN DIEGO, CA 92103

14 Property Address: 120 UNIVERSITY AVE, SAN DIEGO, CA 92103  
15

16  
17 3. The words "Plaintiffs" and "Plaintiff's Member" as used herein specifically  
18 include the organization and TRIPPLE AAA ASSOCIATION FOR CHILDREN AND  
19 ADULTS WITH DEVELOPMENTAL DISABILITIES , SUING ON BEHALF OF ITS  
20 MEMBERS, ; and persons associated with its Members who accompanied Members to  
21 Defendants' facilities.

22 4. Defendants Does 1 through 10, were at all times relevant herein subsidiaries,  
23 employers, employees, agents, of Defendants HILLCREST PHARMACY, INC.  
24

25  
26 . Plaintiffs are ignorant of the true names and capacities of Defendants sued herein as  
27 Does 1 through 10, inclusive, and therefore sues these Defendants by such fictitious  
28

1 names. Plaintiffs will pray leave of the court to amend this complaint to allege the true  
2 names and capacities of the Does when ascertained.

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

11 **CONCISE SET OF FACTS**

12 6. Plaintiff has an impairment.

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

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

16 (a) General. A public accommodation shall take those steps that may be  
17 necessary to ensure that no individual with a disability is excluded, denied  
18 services, segregated or otherwise treated differently than other individuals  
19 because of the absence of auxiliary aids and services, unless the public  
20 accommodation can demonstrate that taking those steps would  
21 fundamentally alter the nature of the goods, services, facilities, privileges,  
22 advantages, or accommodations being offered or would result in an undue  
23 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  
26 services, written materials, telephone handset amplifiers, assistive  
27  
28

1 listening devices, assistive listening systems, telephones compatible with  
2 hearing aids, closed caption decoders, open and closed captioning,  
3 telecommunications devices for deaf persons (TDD's), videotext displays,  
4 or other effective methods of making aurally delivered materials available  
5 to individuals with hearing impairments;

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

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

10 (4) Other similar services and actions.

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

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

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

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

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

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

7 10. Defendants HILLCREST PHARMACY, INC.  
8

9  
10 and Does 1 through 10 will be referred to collectively hereinafter as "Defendants."

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,  
28

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 afford 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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1 remedy at law to redress the discriminatory conduct of Defendants. Plaintiffs desire to  
2 return to Defendants' places of business in the immediate future. Accordingly, the  
3 Plaintiffs allege that a structural or mandatory injunction is necessary to enjoin  
4 compliance with state civil rights laws enacted for the benefit of individuals with  
5 disabilities.

6 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**

**HILCREST PHARMACY, INC.**

**Hilcrest Pharmacy, Inc.**

**120 University Ave.**

**San Diego, CA 92103**

**(619) 260-1010**

**37-2007-6007-2423-cc-01-01**

**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

No access aisle

No van accessible parking

No exterior path of travel to entrance

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.