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CLERK, U.S. DISTRICT COURT
SOUTHERN DISTRICT OF CALIFORNIA

BY: *PDL* DEPUTY

PINNOCK & WAKEFIELD

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Attorneys for Plaintiffs

**UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF CALIFORNIA**

**TRIPPLE AAA ASSOCIATION FOR
CHILDREN AND ADULTS WITH
DEVELOPMENTAL DISABILITIES,
SUING ON BEHALF OF ITS
MEMBERS AND LISSA DOE;**

Plaintiffs,

v.

**C.W.L. PHARMACIES, INC.; NORTH
COUNTY SPECIALIST PARTNERS
And DOES 1 THROUGH 10, Inclusive**

Defendants.

Case No.: '07 CV 1295 JAH (WMC)

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

DEMAND FOR JURY TRIAL
[F.R.Civ.P. rule 38(b)]

INTRODUCTION

Plaintiffs herein complain, by filing this Civil Complaint in accordance with rule 8 of the Federal Rules of Civil Procedure in the Judicial District of the United States District Court of the Southern District of California, that Defendants have in the past, and presently are, engaging in discriminatory practices against individuals with disabilities.

Therefore, Plaintiffs make the following allegations in this federal civil rights action:

JURISDICTION AND VENUE

1. The federal jurisdiction of this action is based on the Americans with Disabilities

CR

1 Act, 42 United States Code 12101-12102, 12181-12183 and 12201, et seq. Venue in the
2 Judicial District of the United States District Court of the Southern District of California
3 is in accordance with 28 U.S.C. § 1391(b) because a substantial part of Plaintiffs' claims
4 arose within the Judicial District of the United States District Court of the Southern
5 District of California.

6 **SUPPLEMENTAL JURISDICTION**

7 2. The Judicial District of the United States District Court of the Southern District of
8 California has supplemental jurisdiction over the state claims as alleged in this Complaint
9 pursuant to 28 U.S.C. § 1367(a). The reason supplemental jurisdiction is proper in this
10 action is because all the causes of action or claims derived from federal law and those
11 arising under state law, as herein alleged, arose from common nucleus of operative facts.
12 The common nucleus of operative facts, include, but are not limited to, the incidents
13 where Plaintiffs were denied full and equal access to Defendants' facilities, goods, and/or
14 services in violation of both federal and state laws when they attempted to enter, use,
15 and/or exit Defendants' facilities as described below within this Complaint. Further, due
16 to this denial of full and equal access, TRIPPLE AAA ASSOCIATION FOR
17 CHILDREN AND ADULTS WITH DEVELOPMENTAL DISABILITIES, SUING ON
18 BEHALF OF ITS MEMBERS and other persons with disabilities were injured. Based
19 upon the said allegations, the state actions, as stated herein, are so related to the federal
20 actions that they form part of the same case or controversy and the actions would
21 ordinarily be expected to be tried in one judicial proceeding.

22 **NAMED DEFENDANTS AND NAMED PLAINTIFF**

23 3. Defendants are, and, at all times mentioned herein, were, a business or
24 corporation or franchise organized and existing and/or doing business under the laws of
25 the State of California. Plaintiffs are further informed and believe and thereon allege that
26 Defendants, as attached as Exhibit A, are the owners, operators, and/or lessors of the real
27 property, as well as the business operated thereon.
28

1 4. The words "Plaintiffs" and "Plaintiff's Member" as used herein specifically
2 include the organization and TRIPPLE AAA ASSOCIATION FOR CHILDREN AND
3 ADULTS WITH DEVELOPMENTAL DISABILITIES , SUING ON BEHALF OF ITS
4 MEMBERS, LISSA DOE; and persons associated with its Members who accompanied
5 Members to Defendants' facilities. Defendants Does 1 through 10, were at all times
6 relevant herein subsidiaries, employers, employees, agents, of Defendants in attached as
7 Exhibit A. Plaintiffs are ignorant of the true names and capacities of Defendants sued
8 herein as Does 1 through 10, inclusive, and therefore sues these Defendants by such
9 fictitious names. Plaintiffs will pray leave of the court to amend this complaint to allege
10 the true names and capacities of the Does when ascertained.

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

18
19
20 **CONCISE SET OF FACTS**

21 6. Plaintiff's Members Lissa Doe contacted the Defendants. Plaintiff Doe has
22 cerebral palsy and a sight impairment. Plaintiff Doe contacted Defendant with the intent
23 of buying medicine if auxiliary aids were provided and she was informed such aids were
24 not provided.

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

28 (a) General. A public accommodation shall take those steps that may be

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

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

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

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

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

20 (4) Other similar services and actions.

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

25 Defendants failed to comply with Title 28, part 36.303 of Code of Federal Regulations as
26 it failed to provide Qualified readers, taped texts, audio recordings, Brailled materials, or
27 large print materials. Further, Defendants failed to remove architectural barriers as
28 attached as attached as Exhibit B.

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

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

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

13
14 **WHAT CLAIMS ARE PLAINTIFFS ALLEGING AGAINST EACH NAMED**
15 **DEFENDANT**

16 10. Defendants as attached as Exhibit A and Does 1 through 10 will be referred to
17 collectively hereinafter as "Defendants."

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

20
21 **DISCRIMINATORY PRACTICES IN PUBLIC ACCOMMODATIONS**

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

24
25 Claim I

26 12. Based on the facts stated above, Defendants discriminated against Plaintiffs on the
27 basis of disability in the full and equal enjoyment of the goods, services, facilities,
28 privileges, advantages, or accommodations of any place of public accommodation as

1 Defendants own, lease (or lease to), or operate a place of public accommodation in
2 violation of 42 U.S.C. §12182.

3 Claim II

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

9 Claim III

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

16 Claim IV

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

22 Claim V

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

26 Claim VI

27 17. Based on the facts stated above, Defendants discriminated against Plaintiffs as
28

1 Defendants utilized standards or criteria or methods of administration that have the effect
2 of discriminating on the basis of disability; or that perpetuate the discrimination of others
3 who are subject to common administrative control in violation of 42 U.S.C. §12182.

4 Claim VII

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

11 Claim VIII

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

14 Claim IX

15 20. Based on the facts stated above, Defendants discriminated against Plaintiffs as
16 Defendant failed to demonstrate that the removal of a barrier is not readily achievable,
17 and made such goods, services, facilities, privileges, advantages, or accommodations
18 available through alternative methods in a segregated manner in violation of 42 U.S.C.
19 §12182.

20 Claim X

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

27 22. WHEREFORE, Plaintiffs pray for judgment and relief as hereinafter set forth.
28

1
2 SECOND CAUSE OF ACTION AGAINST ALL DEFENDANTS - CLAIMS UNDER
3 CALIFORNIA ACCESSIBILITY LAWS

4 CLAIM I: Denial Of Full And Equal Access

5 23. Based on the facts plead above and elsewhere in this complaint, Plaintiff's
6 Member and Plaintiff(s) was denied full and equal access to Defendants' goods, services,
7 facilities, privileges, advantages, or accommodations within a public accommodation
8 owned, leased, and/or operated by Defendants as required by Civil Code Sections 54 and
9 54.1.

10 CLAIM II: Failure To Modify Practices, Policies And Procedures

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

17 CLAIM III: Violation Of The Unruh Act

18 25. Based on the facts plead above and elsewhere herein this complaint and because
19 Defendants violated the Civil Code § 51 by failing to comply with 42 United States Code
20 § 12182(b)(2)(A)(iv) and 42 U.S.C. § 12183(a)(2), Defendants did and continue to
21 knowingly discriminate against Plaintiffs and persons similarly situated in violation of
22 Civil Code §§ 51, 52, and 54.1. Plaintiffs allege the access violations alleged here are so
23 obvious as to implicate at least a prima facie case of discriminatory intent.

24 26. Based on the facts plead above, Claims I, II, and III of Plaintiffs' Second Cause
25 Of Action above, and the facts elsewhere herein this complaint, Plaintiffs will suffer
26 irreparable harm unless Defendants are ordered to remove architectural, non-
27 architectural, and communication barriers at Defendants' public accommodation.
28 Plaintiffs allege that Defendants' discriminatory conduct is capable of repetition, and this

1 discriminatory repetition adversely impacts Plaintiffs and a substantial segment of the
2 disability community. Plaintiffs allege there is a state and national public interest in
3 requiring accessibility in places of public accommodation. Plaintiffs have no adequate
4 remedy at law to redress the discriminatory conduct of Defendants. Plaintiffs desire to
5 return to Defendants' places of business in the immediate future. Accordingly, the
6 Plaintiffs allege that a structural or mandatory injunction is necessary to enjoin
7 compliance with state civil rights laws enacted for the benefit of individuals with
8 disabilities.

9 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 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: July 18, 2007


By: s/ THEODORE A. PINNOCK, ESQ.
Attorney for Plaintiffs
E-mail:
TheodorePinnock@PinnockWakefieldLaw.com

EXHIBT A

- A. Tenant
 - 1. C.W.L. PHARMACIES, INC. [BUSINESS]
757 E. VALLEY PKWY
ESCONDIDO, CA 92025
- B. LANDLORD

Primary Owner: NORTH COUNTY SPECIALIST PARTNERS,

Secondary Owner:

Mail Address: 950 E PENNSYLVANIA AVE STE B
ESCONDIDO CA 92025

Site Address: 755 E VALLEY PKWY # 57
ESCONDIDO CA 92025

Assessor Parcel Number: 230-093-09

**ACCESSIBILITY SURVEY
ADA TITLE III**

Disability Compliance Documentation

Reported June 6, 2007 and July 17, 2007

A.
Community Pharmacy of Escondido
757 E. Valley Parkway
Escondido, CA 92025

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.

Exhibit B

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.

B. Barriers

1. There appears to be a disabled parking space that lacks the access aisle, the space to park the vehicle and the necessary signage. On the ground, there is the international sign of accessibility. Therefore, one can gather that the space is intended to be the accessible parking.
2. There is no van-accessible parking.
3. There is no tow-away signage.

CIVIL COVER SHEET

The JS-44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE SECOND PAGE OF THIS FORM.)

I (a) PLAINTIFFS TRIPPLE AAA ASSOCIATION FOR CHILDREN AND ADULTS WITH DEVELOPMENTAL DISABILITIES SUIING ON BEHALF OF ITS MEMBERS AND LISSA DOE;

DEFENDANTS C.W.L. PHARMACIES, INC.; NORTH COUNTY SPECIALIST PARTNERS and does 1 through 10, Inc.

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(b) COUNTY OF RESIDENCE OF FIRST LISTED PLAINTIFF San Diego, CA (EXCEPT IN U.S. PLAINTIFF CASES)

COUNTY OF RESIDENCE OF FIRST LISTED DEFENDANT (IN U.S. PLAINTIFF CASES ONLY) San Diego, CA

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT INVOLVED

(c) ATTORNEYS (FIRM NAME, ADDRESS, AND TELEPHONE NUMBER) Theodore A. Pinnock, Esq. SBN 153434 Michelle L. Wakefield, Esq. SBN 200424 David C. Wakefield, Esq. SBN:185736 Pinnock & Wakefield; 3033 Fifth Avenue, Suite 410 San Diego, California 92103 Telephone: (619) 858-3671; Facsimile: (619) 858-3646

ATTORNEYS (IF KNOWN) '07 CV 1295 JAH (WMC)

II. BASIS OF JURISDICTION (PLACE AN X IN ONE BOX ONLY) [] 1 U.S. Government Plaintiff [] 2 U.S. Government Defendant [X] 3 Federal Question (U.S. Government Not a Party) [] 4 Diversity (Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES (PLACE AN X IN ONE BOX FOR PLAINTIFF AND ONE BOX FOR DEFENDANT) (For Diversity Cases Only) Citizen of This State [] PT DEF [] 1 Incorporated or Principal Place of Business in This State [] 4 [] 4 Citizen of Another State [] PT DEF [] 2 Incorporated and Principal Place of Business in Another State [] 5 [] 5 Citizen or Subject of a Foreign Country [] PT DEF [] 3 Foreign Nation [] 6 [] 6

IV. CAUSE OF ACTION (CITE THE US CIVIL STATUTE UNDER WHICH YOU ARE FILING AND WRITE A BRIEF STATEMENT OF CAUSE. DO NOT CITE JURISDICTIONAL STATUTES UNLESS DIVERSITY).

42 U.S.C. Sections 12101-12102, 12181-12183, and 12201, Et. Seq.

V. NATURE OF SUIT (PLACE AN X IN ONE BOX ONLY)

Table with 5 columns: CONTRACT, REAL PROPERTY, TORTS, CIVIL RIGHTS, PRISONER PETITIONS, FORFEITURE/PENALTY, LABOR, BANKRUPTCY, FEDERAL TAX SUITS, OTHER STATUTES. Includes checkboxes for various legal categories like 110 Insurance, 210 Land Condemnation, 310 Airplane, 441 Voting, 510 Motions to Vacate Sentence, 610 Agriculture, 710 Fair Labor Standards Act, 810 Selective Service, 910 Appeal of Fee Determination.

VI. ORIGIN (PLACE AN X IN ONE BOX ONLY) [X] 1 Original Proceeding [] 2 Removal from State Court [] 3 Remanded from Appellate Court [] 4 Reinstated or Reopened [] 5 Transferred from another district (specify) [] 6 Multidistrict Litigation [] 7 Appeal to District Judge from Magistrate Judgment

VII. REQUESTED IN COMPLAINT: [] CHECK IF THIS IS A CLASS ACTION UNDER f.r.c.p. 23 DEMAND \$ TO BE DETERMINED AT TRIAL Check YES only if demanded in complaint: JURY DEMAND: [X] YES [] NO

VIII. RELATED CASE(S) IF ANY (See Instructions): JUDGE Docket Number

DATE July 18, 2007

SIGNATURE OF ATTORNEY OF RECORD

Handwritten signature and notes: Jen 1405266 \$350 7/18/07

Handwritten signature: JAH

**UNITED STATES
DISTRICT COURT
SOUTHERN DISTRICT OF CALIFORNIA
SAN DIEGO DIVISION**

**# 140566 - SH
* * C O P Y * *
July 18, 2007
13:39:59**

Civ Fil Non-Pris
USAO #: 07CV1295-JAH
Amount: \$350.00 CC

Total-> \$350.00

**FROM: AAA ASSOC FOR CHILDREN W/ DISA
V. CWL PHARMACIES**