JOSEPH Y. AVRAHAMY, ESQ. (SBN 150885) 1 LAW OFFICES OF JOSEPH Y. AVRAHAMY Superior Court of California County of Los Anneles 16530 Ventura Boulevard, Suite 208 2 Encino, California 91436 OCT 25 2017 3 Telephone: (818) 990-1757 Sherr! R. Carrer, executive Officer/Clerk Fax: (818) 990-1955 .4 Email: javrahamy@jyalaw.com 5 Attorneys for Plaintiff, 6 LOIS CARTER 7 8 9 SUPERIOR COURT OF THE STATE OF CALIFORNIA 10 FOR LOS ANGELES COUNTY, CENTRAL DISTRICT 11 12 LOIS CARTER, CASENO.: BC 681100 13 COMPLAINT FOR DAMAGES: Plaintiff, 14 VS. FOR VIOLATION OF CALIFORNIA 15 **GOVERNMENT CODE §12940(m) JEAILURE TO ACCOMMODATE** KAISER FOUNDATION HEALTH PLAN 16 DISABILITY]; SOUTHERN CALIFORNIA, SOUTHERN 17 CALIFORNIA PERMANENTE MEDICAL FOR VIOLATION OF CALIFORNIA GROUP; and DOES 1 through 50, inclusive, GOVERNMENT CODE § 12940(n) 18 [FAILURE TO ENGAGE IN AN INTERACTIVE PROCESS]; Defendants 19 FOR VIOLATION OF CALIFORNIA 20 GOVERNMENT CODE §12940(a) [DISABILITY DISCRIMINATION] 21 <u>DEMAND FOR JURY TRIAL</u> 22 23 24 25 26 27 28²

Complaint for Damages

CIT/CASE: BC681100 LEA/DEF#:

RECEIPT #: CCH465980094

DATE PAID: 10/25/17 02:48 PM PAYMENT: \$435.00 31 RECEIVED:

310 \$435.00

CHECK: CASH: CHANGE: CARD:

\$0.00 \$0.00 \$0.00

Doc# 1 Page# 2 - Doc ID = 1714795326 - Doc Type = OTHER

25/2017

FIRST CAUSE OF ACTION FOR VIOLATION OF CALIFORNIA GOVERNMENT CODE § 12940(m) [FAILURE TO ACCOMMODATE DISABILITY]

AGAINST ALL DEFENDANTS

- 1. Plaintiff is a female and at all times relevant was a resident of Los Angeles County, State of California.
- 2. At all times relevant hereto, Defendants SOUTHERN CALIFORNIA PERMANENTE MEDICAL GROUP (SCPMG), and KAISER FOUNDATION HEALTH PLAN, SOUTHERN CALIFORNIA, (also referred to herein as "DEFENDANTS") are and were, at all times mentioned herein, a private corporation. Defendants are a Health Medical Organization that operates several hospitals in California and throughout the United States. Plaintiff was employed at one of Defendant's hospital branches located at 1515 North Vermont Ave, Los Angeles, California.
- 3. The true names or capacities, whether individual, corporate, associate or otherwise, of Defendants DOES 1 through 50, inclusive, are unknown to Plaintiff and therefore Plaintiff sues these Defendants by such fictitious names. Plaintiff will amend this complaint to allege their true names and capacities when ascertained. Plaintiff is informed and believes, and based thereon alleges, that each of these fictitiously named Defendants were responsible in some manner for the occurrences herein alleged, and that Plaintiff's damages as herein alleged were proximately caused by their conduct.
- 4. Plaintiff is informed and believes, and thereon alleges that, at all times mentioned, each of the Defendants, including the fictitiously named Defendants, was the agent and employee of each of the remaining Defendants, and in doing the things hereinafter alleged, was acting within the scope and course of such agency.
- 5. From on or about February 8, 1998, Defendants employed Plaintiff as a Registered Nurse and her last position with Defendants was Senior Registered Nurse Level IV assigned to the Dermatology/Allergy Department. According to Defendant's job description, employees in this position function as a lead of the healthcare team; coordinate departmental

operations to ensure quality patient care in a safe, healing environment that is patient and family centered; demonstrate responsibility and accountability for their own professional practice; possess clinical skills to be expert resources; support other employees and serve as staff role models for the practice of professional nursing; recommend to management efficient resource allocation to ensure appropriate patient assignments, staffing, and scheduling; and demonstrate performance consistent with the strategic plan of the organization and the mission and values of Kaiser Permanente nursing. The essential functions require Level IV Senior Registered Nurses to demonstrate proficiency in the following skills, competencies, and behaviors: leadership, nursing process, clinical outcomes, documentation, workplace safety, patient care experience and customer service, team commitment, fiscal responsibility, message management, and professional development. Plaintiff spent her first four years in a hospital setting and the remaining 22 years in a clinic facility where she conducted intake testing, administered intravenous medications and other injections, managed medications, cared for patients, performed administrative activities, and served as a charge nurse.

- 6. On September 21, 2009, while at work and on-duty, Plaintiff slipped in a treatment room at Defendant's facility resulting in pain to her lower back, hands, and knees, as well as a laceration to the left fifth finger. Plaintiff immediately reported the injury to her supervisor and was sent home for the day. Plaintiff saw multiple medical professionals to treat injuries related to this fall while she continued working.
- 7. In 2610, Plaintiff saw Dr. Gordon, a Kaiser physician, for pain in both hands that traveled to her neck. Dr. Gordon performed electro-diagnostic studies and diagnosed her with carpal turnel syndrome. Dr. Gordon also administered two or three injections to Plaintiff's right knee to alleviate pain. In follow up treatments, Plaintiff received physical therapy.
- 8. On, or about September 1, 2012, Plaintiff had surgery for the work-related injury of September 21, 2009. In November 2012, Plaintiff had a left carpal tunnel release procedure and underwent physical therapy post-operatively. Plaintiff continued to experience pain and swelling. Subsequent CT scans revealed complex regional pain syndrome in the left hand and upper extremity.

- 9. In April 2014, Plaintiff returned to work with modified duties at a separate facility. In June 2014, a manager sent Plaintiff home. In September 2014, Plaintiff returned to full duty work without limitations.
- 10. On April 29, 2015, Plaintiff saw Dr. Fuller for radiating complaints in both upper extremities and muscle spasms in the left arm. Dr. Fuller placed Plaintiff on restricted duty with limited typing and diminished grasping, pinching, and fine manipulative types of activities.
- 11. On May 4, 2015, Plaintiff provided Defendant with a copy of her Industrial Work Status Report. On May 5, 2015, Plaintiff called in sick due to prescribed medication. Defendants' agent called Plaintiff at approximately 12 p.m., on that date informing her that her work restrictions could not be accommodated and she could not fulfill her duties as a charge nurse. Plaintiff requested accommodation for her disabilities but Defendant denied her. As of this date, Defendant had not engaged in a meaningful interactive process. Plaintiff has not retuned to work since May 5, 2015.
- Department. The proximity of the job posting to the date that Defendant discharged Plaintiff demonstrates Defendant had no intention of accommodating Plaintiff's disabilities. Based on the Defendant's failure to engage in the interactive process, the posting of a replacement for Plaintiff's position just two days after effectively discharging her, and the lack of sufficient information regarding the extent of Plaintiff's injuries and work restrictions, Defendant had reached a predetermined decision to avoid accommodating Plaintiff. On May 8, 2015, Dr. Schmidt placed Plaintiff on Temporarily Totally Disabled status.
- Medical Evaluation. After an exhaustive review of Plaintiff's medical history, conditions, and symptoms, Dr. Berman made the following impression of Plaintiff's condition: Chronic recurrent musculoligamentous strain in the lumbrosacral spine; contusion and post-traumatic patellofemoral syndrome in the right knee; no clinical evidence of lumbar radiculopathy; overuse syndrome/repetitive trauma in the upper extremities; carpal tunnel syndrome; status of post left carpal tunnel release is improved; history of left upper extremity complex regional pain

syndrome improved with treatment; and cervical dystonia with spasmodic torticollis (non-industrial).

- 14. Dr. Berman determined that Plaintiff's complex regional pain syndrome improved and he did not observe any evidence of full-blown complex regional pain syndrome. Plaintiff did exhibit left upper extremity, lumbar, and right knee residuals and a chronic cervical condition.
- 15. Dr. Berman classified Plaintiff as permanent and stationary. Based on Plaintiff's lumbar spine, Dr. Berman precluded Plaintiff from very heavy work activities. In regards to the left upper extremity, Dr. Berman precluded Plaintiff from prolonged and repetitive grasping and twisting activities, as well as prolonged and repetitive keyboarding activities. With respect to the right knee, Dr. Berman precluded Plaintiff from repetitive or prolonged squatting, kneeling, and climbing activities.
- 16. Dr. Berman determined that Plaintiff could return to her prior position with modifications.
- 17. On April 12, 2016, Plaintiff met with Blanch Batarra, Defendant's Return to Work Coordinator; Harita Reddy, a manager with the Defendant; and Frank Armato, Defendant's Human Resources Coordinator, ostensibly to determine if Plaintiff could return to work with modifications or to find alternative work assignments for Plaintiff. (The parties had also met on March 31, 2016 but Plaintiff advised she wanted her union representative with her. Unable to find a union representative, the parties rescheduled for April 12, 2016.) Ms. Batarra paraphrased Dr. Berman's report, noting Plaintiff's permanent and stationary status with work restrictions for the right knee (avoid repetitive/ prolonged squatting, kneeling, climbing); for the lumbar spine (no heavy work activities); for the left upper extremity (precluded from prolonged and repetitive grasping and twisting activities as well as prolonged and repetitive keyboarding activities).
- 18. Ms. Batarra noted a new job description for charge nurse was implemented on April 12, 2016, tasking such employees with the usual and customary job duties of leadership, staffing, staff troubleshooting, problem solving, special procedures, message management via

computer, medication administration, ordering medications, use of spirometry, professional development, work place safety, scheduling, and ordering of equipment and supplies through a computer, assisting physicians, informing patients of appointments and status, customer service, commitment to the team, fiscal responsibilities, patient care including taking of vital signs, preceptor training, and staff professional development. Ms. Batarra admitted the position does not require prolonged repetitive squatting, kneeling, or climbing, nor does it require heavy work activity. Ms. Batarra claimed it does require simple grasping and occasional power grasping which is repetitive and prolonged, as well as frequent and repetitive keyboarding activity.

- 19. On the advice of the Defendant's managerial agents, Ms. Batarra determined that use of assistance from other employees when prolonged and repetitive grasping and twisting of the upper extremities was required, as well as use of Dragon Speak voice activated software to alleviate prolonged and repetitive keyboarding activities, were not feasible. Management additionally told Ms. Batarra that voice-activated software raised patient confidentiality concerns and would produce noise distractions for other employees. Management further determined that essential functions of Plaintiff's position require physical demands from which the Plaintiff is precluded and it could not guarantee another employee would be available to assist the employee with such activities. Based on management's position, Ms. Batarra concluded the Defendant is unable to provide permanent modified work for Plaintiff within her restrictions.
- 20. Ms. Batarra stated she contacted the Job Accommodation Network and they could not recommend any workable modifications for Plaintiff.
- 21. Ms. Batarra conducted an alternative work search for Case Manager, Utilization Management, RN in Los Angeles, Panorama City, Woodland Hills, and West Los Angeles. Plaintiff agreed to apply if such a position became available in these locations. The report documenting the meeting indicated that "currently, no alternative positions are offered".
- 22. The purported interactive process was not meant to reasonably accommodate Plaintiff. Dismissing the use of Dragon Speak as being so loud as to disrupt other employees defies the reality of a clinical setting where conditions are frequently loud and chaotic. Doctors frequently use Dragon Speak systems to dictate reports and no legitimate reason exists to

preclude Plaintiff from using one as well. Defendant could have allowed Plaintiff to remain in her position of Charge Nurse and limit her typing by allowing use of the Dragon Speak system. Moreover, the positions identified as feasible alternatives have more demanding essential job functions than Plaintiff's actual position as a charge nurse. The attempt to assign Plaintiff to alternative positions with more demanding essential job functions demonstrates that the process was disingenuous. Additionally, Defendant's parent company, Kaiser Permanente, employs over 51,000 nurses, further undermining its claim that no alternative position existed for which Plaintiff is qualified.

- 23. Plaintiff's medical condition constituted a medical disability in that her medical condition affected her ability to work and Plaintiff was able to perform the essential duties of her position with an accommodation.
- 24. By taking the actions described herein, and described in the body of this complaint, Defendants violated Government Code §12940(m), in that they failed to accommodate Plaintiff's disabilities.
- 25. As a result of the aforesaid unlawful acts of Defendants, and each of them, Plaintiff has lost and will continue to lose income and benefits, in an amount to be proven at time of trial. Plaintiff claims such amount as damages together with prejudgment interest pursuant to California Civil Code § 3287 and/or any other provision of law providing for prejudgment interest.
- 26. As a result of the aforesaid unlawful acts of Defendants, and each of them, Plaintiff has suffered physical and mental damages. Defendants' wrongful acts and/or omissions as described herein have caused Plaintiff to suffer from depression, anxiety, loss of sleep, indigestion, stress, and personal humiliation, and her physical injuries have worsened. Plaintiff claims special damages for medical expenses incurred as a result of her injuries and general damages for pain and suffering in amounts to be proven at the time of trial.
- 27. Plaintiff has and will incur attorney's fees in pursuit of this action and claims recovery of attorney fees pursuant to California Government Code §12965(b).

- 28. Defendants and each of them has acted with malice, and/or with such deliberate indifference and/or callous and reckless disregard of the rights of the Plaintiff as to constitute malice, in carrying out the complained of acts. As such, Plaintiff will be claiming punitive and exemplary damages from Defendants.
- 29. On or about September 24, 2015, Plaintiff sent for filing, administrative complaints with the California Department of Fair Employment and Housing. The Charge was presented to the EEOC. (A copy of the Claim filed by Plaintiff is attached hereto as Exhibit "A"). Plaintiff received a Right To Sue Letter from the Department of Fair Employment and Housing ("DFEH"), which stated that she has one year from the date of the notice to file a civil action, but that the one year period will be tolled during the pendency of the EEOC's investigation of the complaint. (A copy of the DFEH Right to Sue Letter is attached as Exhibit "B"). On September 11, 2017, Plaintiff received a notice from the EEOC indicating that the EEOC is terminating its processing of this charge and that she has 90 days from receipt of the notice to file a civil action. (A copy of the September 11, 2017, EEOC Notice is attached hereto as Exhibit "C").

SECOND CAUSE OF ACTION FOR VIOLATION OF CALIFORNIA GOVERNMENT CODE § 12940(n) [FAILURE TO ENGAGE IN AN INTERACTIVE PROCESS]

AGAINST ALL DEFENDANTS

- 30. Plaintiff incorporates the allegations in paragraphs 1 through 29, inclusive, as though fully set forth herein.
- From May 5, 2015 to April 12, 2016, Defendants completely failed whatsoever to engage in a genuine interactive process with Plaintiff.
- 32. As provided herein, the April 12, 2016, purported interactive process meeting was a complete sham.
- 33. To this date, Plaintiff continues to be out of work, despite her abilities to perform the essential duties of her position with an accommodation.

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- 34. The aforementioned unlawful employment practices on the part of the defendant, and each of them constitutes a violation of California Government Code §12940 (n), for failure to engage in an interactive process.
- 35. The aforementioned unlawful employment practices on the part of defendant, and each of them, were a substantial factor in causing damages and injuries to Plaintiff as set forth below.
- 36. As a result of the aforesaid unlawful acts of Defendants, and each of them, Plaintiff has lost and will continue to lose income, in an amount to be proven at time of trial. Plaintiff claims such amount as damages together with prejudgment interest pursuant to California Civil Code § 3287 and/or any other provision of law providing for prejudgment interest.
- 37. As a result of the aforesaid unlawful acts of Defendants, and each of them, Plaintiff has suffered physical, and mental damages. Defendants' wrongful acts and/or omissions as described herein have caused Plaintiff to suffer from depression, anxiety, loss of sleep, indigestion, stress, and personal humiliation, and her physical injuries have exacerbated as a result of the stress and anxiety. Plaintiff claims special damages for medical expenses incurred as a result of her injuries and general damages for pain and suffering in amounts to be proven at the time of trial.
- 38. Plaintiff has and will incur attorney's fees in pursuit of this action and claims recovery of attorney fees pursuant to California Government Code §12965(b).
- 39. Defendants and each of them has acted with malice, and/or with such deliberate indifference and/or callous and reckless disregard of the rights of the Plaintiff as to constitute malice, in carrying out the complained of acts. As such, Plaintiff will be claiming punitive and exemplary damages from Defendants.
- 40. On or about September 24, 2015, Plaintiff sent for filing, administrative complaints with the California Department of Fair Employment and Housing. The Charge was presented to the EEOC. (A copy of the Claim filed by Plaintiff is attached hereto as Exhibit "A"). Plaintiff received a Right To Sue Letter from the Department of Fair Employment and

Housing ("DFEH"), which stated that she has one year from the date of the notice to file a civil action, but that the one year period will be tolled during the pendency of the EEOC's investigation of the complaint. (A copy of the DFEH Right to Sue Letter is attached as Exhibit "B"). On September 11, 2017, Plaintiff received a notice from the EEOC indicating that the EEOC is terminating its processing of this charge and that she has 90 days from receipt of the notice to file a civil action. (A copy of the September 11, 2017, EEOC Notice is attached hereto as Exhibit "C").

THIRD CAUSE OF ACTION

FOR VIOLATION OF CALIFORNIA GOVERNMENT CODE § 12940(a) [DISCRIMINATION ON THE BASIS OF DISABILITY] AGAINST ALL DEFENDANTS

- 41. Plaintiff incorporates the allegations in paragraphs 1 through 40, inclusive, as though fully set forth herein.
- 42. Because of Plaintiff's medical disability, Plaintiff is a member of a protected class and pursuant to *California Government Code* § 12940, Defendants are prohibited from discriminating against the Plaintiff on the basis of her disabilities.
- 43. As a result of Plaintiff's physical disability, Plaintiff suffered from adverse employment action, when Defendant discharged her from employment on May 5, 2015. Plaintiff has not returned to work since this date.
- 44. The adverse employment actions described herein were substantially motivated by Plaintiff's disabilities.
- 45 Plaintiff was able to perform the essential duties of her job with the requested accommodations.
- 46. As a result of the aforesaid unlawful acts of defendants, and each of them, Plaintiff has lost and will continue to lose income and benefits, in an amount to be proven at time of trial. Plaintiff claims such amount as damages together with prejudgment interest pursuant to California Civil Code § 3287 and/ or any other provision of law providing for prejudgment interest.

- 47. As a result of the aforesaid unlawful acts of Defendants, and each of them, Plaintiff has suffered physical and mental damages. Defendants' wrongful acts and/or omissions as described herein have caused Plaintiff to suffer from depression, anxiety, loss of sleep, indigestion, stress, and personal humiliation, and her physical injuries have worsened. Plaintiff claims special damages for medical expenses incurred as a result of her injuries and general damages for pain and suffering in amounts to be proven at the time of trial.
- 48. Plaintiff has and will incur attorney fees in pursuit of this action and claims recovery of attorney fees pursuant to California Government Code § 12965(b).
- 49. Defendants and each of them has acted with malice, and/or with such deliberate indifference and/ or callous and reckless disregard of the rights of the Plaintiff as to constitute malice, in carrying out the complained of acts. As such, Plaintiff will be claiming punitive and exemplary damages from Defendants.
- 50. On or about September 24, 2015 Plaintiff sent for filing, administrative complaints with the California Department of Fair Employment and Housing. The Charge was presented to the EEOC. (A copy of the Claim filed by Plaintiff is attached hereto as Exhibit "A"). Plaintiff received a Right To Sue Letter from the Department of Fair Employment and Housing ("DFEH"), which stated that she has one year from the date of the notice to file a civil action, but that the one year period will be tolled during the pendency of the EEOC's investigation of the complaint. (A copy of the DFEH Right to Sue Letter is attached as Exhibit "B"). On September 11, 2017, Plaintiff received a notice from the EEOC indicating that the EEOC is terminating its processing of this charge and that she has 90 days from receipt of the notice to file a civil action. (A copy of the September 11, 2017, EEOC Notice is attached hereto as Exhibit "C").

WHEREFORE, Plaintiff seeks judgment against all Defendants, and each of them, on all Causes of Action for:

1. Actual, consequential and incidental losses, including but not limited to loss of income, benefits and medical expenses, according to proof, together with prejudgment interest;

1	2. General damages for physical injuries, emotional distress and mental suffering in							
2	a sum according to proof;							
3	3. Attorney's fees pursuant to California Government Code §12965(b);							
4	4. Prejudgment interest pursuant to California Civil Code §3287;							
5	5. Punitive and exemplary damages							
6	6. Costs of suit herein; and							
7	7. Such other and further relief as the Court may deem proper.							
8	Date 1 Oak 1 124 2017							
9	Dated: October 24, 2017 LAW OFFICES OF JOSEPH Y. AVRAHAMY							
10	By: The Care							
11	JOSEPH Y. AVRAHAMY, ESQ.							
12	Attorneys for Plaintiff, LOIS CARTER							
13								
14	DEMAND FOR JURY Plaintiff I air Corton harabu damanda a Ingu Trial in this matter							
15	Plaintiff Lois Carter, hereby demands a Jury Trial in this matter.							
16	D. J. D. J. D. J. COLT. C.							
17	Dated: October 24, 2017 AW OFFICES OF JOSEPH Y. AVRAHAMY							
18	By: Can							
19	JOSEPH Y. AVRAHAMY, ESQ. Attorneys for Plaintiff,							
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EXHIBIT "A"

18125/2817

EEOC Form 5 (11,09)			
CHARGE OF DISCRIMINATION	Charge	Presented To: A	gency(ies) Charge No(s)
This form is affected by the Privacy Act of 1974. See enclosed Privary Act	ا ا	FEPA	
Statement and other information before completing this form.	l 🛱	EEOC	480-2015-02873
California Department Of Fa		<u> </u>	and EEOC
State or local A	gency, if any		
Name (indicale Mr., Ms., Mrs.)		Home Phone (Incl. Area C	ode) Date of Birth
Lois Carter		(323) 533-6254	4 10/20/1960
Street Address City, State 5701 Valley Ridge Avenue, Los Angeles, CA 90043	te and ZIP Code		
Named is the Employer, Labor Organization, Employment Agency, Apprentices	hip Committee, or S	late or Local Governmen	Agency Chall Belleun
Discriminated Against Me or Others. (If more than two, list under PARTICULAI	RS below.)		
		No. Employees, Members	Phone No. (Include Area Code
KFHP SC - SUNSET MEDICAL OFFICES		500+	(323) 783-6900
City, Stat	e and ZIP Code		,
1515 N.Vermont Ave, Los Angeles, CA 90027		_ (%)	,
Name		No. Employees, Members	Phone No. (Include Area Code)
Street Address City, State	e and ZIP Code	2	
ISCRIMINATION BASED ON (Check appropriate box(es).)	- 16	<u> </u>	<u> </u>
	als)	DATE(S) DISCRIM Earliest	INATION TOOK PLACE
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OTHER (Specify)	STATE OF THE STATE	· —	NTINUING ACTION
HE PARTICULARS ARE (If additional paper is needed, attach extra sheet(s)):			
I. On or about February 8, 1998, I was employed by Ka	aiser Permanent	e Southern Californ	ia; my latest position
was Senior Registered Nurse – Level IV. On or abou	it Sentember 1.	2012 I had a surné	my for a work rotated
disability and went out on leave until on or about Se	ptember 1, 201	4, and returned to v	vork full-duty without
limitations. On or about April 30, 2015, my health pro annotated in the Industrial Work Status Report, dated	ovider designate	d permanent restric	tions (limitations), as
supervisor, Harita Reddy, Department Administrator,	April 30, 2013. With a conv of m	On or about May 4,	2015, i provided my
about May 5, 2015, Ms. Reddy called me on the pl	hone and inform	ned me not to retur	n to work and won
discharged.		ied the tiot to total	ii to work, and was
II. The reason I was given for my discharge by Ms. Reddy			
	was that I could	d not be a charge nu	rse - referring to my
limitations; however,) was not afforded the opported discharge, despite having verbally asked Ms. Reddy if	unity to engage	n the interactive	process before my
copy of my Industrial Work Status Report which outline	d my designated	I limitations and/or re	titat i nanged her a
III. I believe that I have been discriminated against du	ie to my disabi	lity, in violation of	the Americans with
Disabilities Act of 1990 (ADA), as amended.			
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ant this charge filed with both the EEOC and the State or local Agency, if any. I	NOTARY - When ne	cessary for State and Local A	gency Requirements
advise the agencies if I change my address or phone number and I will perate fully with them in the processing of my charge in accordance with their			ં દુવ 🔡
cedures.	I swear or affirm th	at I have read the above	charge and that it is true to
eclare under penalty of perjury that the above is true and correct.	the best of my kno SIGNATURE OF CO	wledge, information and t	
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Sep 24, 2015	(month, day, year)	SWORN TO BEFORE ME TH	IIŜ DATE 🦪
Date Charging Party Signature			
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EXHIBIT "B"

STATE OF CALIFORNIA

A Research Consumer Services and Housing Agenc



GOVERNOR EDMUND G. BROWN, JR.

DIRECTOR PHYLLIS W. CHENG

DEPARTMENT OF FAIR EMPLOYMENT & HOUSING

2218 Kausen Drive, Suite 100 I Elk Grove I CA I 95758 800-884-1684 I Videophone 916-226-5285 I TTY 800-700-2320 www.dfeh.ca.gov I email: contact.center@dfeh.ca.gov

Mr. Anthony Brill, Esq Legal Counsel Kaiser Permanente 393 East Walnut Street, 2nd Floor Pasadena, CA 91188

EEOC Number Case Name Filing Date 480-2015-02873C Lois Carter September 24, 2015

NOTICE TO COMPLAINANT AND RESPONDENT

This is to advise you that the above-referenced complaint is being dual filed with the California Department of Fair Employment and Housing (DFEH) by the U.S. Equal Employment Opportunity Commission (EEOC). The complaint will be filed in accordance with California Government Code section 12960. This notice constitutes service pursuant to Government Code section 12962.

The EEOC is responsible for the processing of this complaint and the DFEH will not be conducting an investigation into this matter. Please contact EEOC directly for any discussion of the complaint or the investigation.

NOTICE TO COMPLAINANT OF RIGHT TO SUE

This letter is also your Right to Sue notice. This Right to Sue Notice allows you to file a private lawsuit in State court. According to Government Code section 12965, subdivision (b), you may bring a civil action under the provisions of the Fair Employment and Housing Act against the person, employer, labor organization or employment agency named in the above referenced complaint. The lawsuit may be filed in a State of California Superior Court. Government Code section 12965, subdivision (b), provides that such a civil action must be brought within one year from the date of this notice. Pursuant to Government Code section 12965, subdivision (d)(1), this one-year period will be tolled during the pendency of the EEOC's investigation of your complaint. You should consult an attorney to determine with accuracy the date by which a civil action must be filed. This right to file a civil action may be waived in the event a settlement agreement is signed.

Be advised, the DFEH does not retain case records beyond three years after a complaint is filed.

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DFEH-200-02 (07/13)

EXHIBIT "C"

EEOC Form 161-B (11/16)



NOTICE OF RIGHT TO SUE (ISSUED ON REQUEST)

To; Lois Ci 5701 V Los An	arter alley Ridge Avenue geles, CA 90043		From:	Los Angeles District Office 255 E. Temple St. 4th Floor Los Angeles, CA 90012
	On behalf of person(s) aggrieve CONFIDENTIAL (29 CFR §160:	d whose identity is 1.7(e))		
EEOC Charge	No.	EEOC Representative		Telephone No.
480-2015-02	2873	LaTayna X. Valentine, Investigator		(213) 894-1047
Notice to the	Person Aggrieved:	(S	See also	the additional information enclosed with this form.)
Title VII of the Act (GINA): Ti been issued at	Civil Rights Act of 1964, the class is your Notice of Right to your request. Your lawsuit tof this notice; or your right	Sue, issued under Title VII, the ADA under Title VII, the ADA or GINA mu	or GINA	or the Genetic Information Nondiscrimination A based on the above-numbered charge. It has ed in a federal or state court <u>WITHIN 90 DAYS</u> he time limit for filing suit based on a claim under
X	More than 180 days have pa	ssed since the filing of this charge.		
	Less than 180 days have pas be able to complete its admir	ssed since the filing of this charge, is instrative processing within 180 days	ut4 have	e determined that it is unlikely that the EEOC will e filing of this charge.
X	The EEOC is terminating its (processing of this charge.		
1	The EEOC will continue to pr	ocess this charge.		_
90 days after your case:	ou receive notice that we ha	we completed action on the charge.	in this re	y time from 60 days after the charge was filed until egard, the paragraph marked below applies to must be filed in federal or state court <u>WITHIN</u>
9	O DAYS of your receipt of	this Notice. Otherwise, your right to	o sue ba	ised on the above-numbered charge will be lost.
7 y	he EEOC is continuing its no ou may file suit in federator	anding of your ADEA case. However state court under the ADEA at this t	er, if 60 d ime.	days have passed since the filing of the charge,
in federal or sta	te court within∢ vears (3 yea:	e right to sue under the EPA (filing an rs for willful violations) of the alleged vears (3 years) before you file su	EPA und	charge is not required.) EPA suits must be brought lemayment. This means that backpay due for tot be collectible.
If you file suit, b	ased on this charge, please s	end a copy of your court complaint to	o this offi	ce
		On behalf of Bur barr	the Com	mission 9/11/2017
Enclosures(s)		Rosa/M. Viram District Dire		(Date Mailed)
MIL c/o 111	Gusukuma, Attorney LER LAW GROUP - KFHP SC - SUNSET MED Sutter Street, Ste. 700 Francisco, CA 94104	DICAL OFFICES ·		
Form 161-8 (11/16)	,			

.. FORMATION RELATED TO FILING JIT UNDER THE LAWS ENFORCED BY THE EEOC

(This information relates to filing suit in Federal or State court <u>under Federal law.</u>

If you also plan to sue claiming violations of State law, please be aware that time limits and other provisions of State law may be shorter or more limited than those described below.)

PRIVATE SUIT RIGHTS

Title VII of the Civil Rights Act, the Americans with Disabilities Act (ADA), the Genetic Information Nondiscrimination Act (GINA), or the Age Discrimination in Employment Act (ADEA):

In order to pursue this matter further, you must file a lawsuit against the respondent(s) named in the charge within 90 days of the date you receive this Notice. Therefore, you should keep a record of this date. Once this 90-day period is over, your right to sue based on the charge referred to in this Notice will be lost. If you intend to consult an attorney, you should do so promptly. Give your attorney a copy of this Notice, and its envelope, and tell him or her the date you received it. Furthermore, in order to avoid any question that you did not act in a timely manner, it is prudent that your suit be filed within 90 days of the date this Notice was malled to you (as indicated where the Notice is signed) or the date of the postmark, if later.

Your lawsuit may be filed in U.S. District Court or a State court of competent jurisdiction. (Usually, the appropriate State court is the general civil trial court.) Whether you file in Federal or State court is a matter for you to decide after talking to your attorney. Filing this Notice is not enough. You must file a "complaint" that contains a short statement of the facts of your case which shows that you are entitled to telled. Courts often require that a copy of your charge must be attached to the complaint you file in court. If so, you should remove your birth date from the charge. Some courts will not accept your complaint where the charge includes a date of birth. Your suit may include any matter alleged in the charge or, to the extent permitted by court decisions, matters like or related to the matters alleged in the charge. Generally, suits are brought in the State where the alleged unlawful practice occurred, but in some cases can be brought where relevant employment records are kept, where the employment would have been, or where the respondent has its main office. If you have simple questions, you usually can get answers from the office of the clerk of the court where you are bringing suit, but do not expect that office to write your complaint or make legal strategy decisions for you.

PRIVATE SUIT RIGHTS -- Equal Pay Act (FPA):

EPA suits must be filed in court within 2 years (3 years for willful violations) of the alleged EPA underpayment: back pay due for violations that occurred more than 2 years (3 years) before you file suit may not be collectible. For example, if you were underpaid under the EPA for work performed from 7/1/08 to 12/1/08, you should file suit before 7/1/10 – not 12/1/10 -- in order to recover unpaid wages due for July 2008. This time limit for filing an EPA suit is separate from the 90-day filing period under Title VII, the ADA, GINA or the ADEA referred to above. Therefore, if you also plan to suc under Title VII, the ADA, GINA or the ADEA, in addition to suing on the EPA claim, suit must be filed within 90 days of this Notice and within the 2- or 3-year EPA back pay recovery period.

ATTORNEY REPRESENTATION -- Title VII, the ADA or GINA:

If you cannot affort or have been unable to obtain a lawyer to represent you, the U.S. District Court having jurisdiction in your case may, in limited circumstances, assist you in obtaining a lawyer. Requests for such assistance must be made to the U.S. District Court in the form and manner it requires (you should be prepared to explain in detail your efforts to retain an attorney). Requests should be made well before the end of the 90-day period mentioned above, because such requests do not relieve you of the requirement to bring suit within 90 days.

ATTORNEY REFERRAL AND EEOC ASSISTANCE -- All Statutes:

You may contact the EEOC representative shown on your Notice if you need help in finding a lawyer or if you have any questions about your legal rights, including advice on which U.S. District Court can hear your case. If you need to inspect or obtain a copy of information in EEOC's file on the charge, please request it promptly in writing and provide your charge number (as shown on your Notice). While EEOC destroys charge files after a certain time, all charge files are kept for at least 6 months after our last action on the case. Therefore, if you file suit and want to review the charge cfile, please make your review request within 6 months of this Notice. (Before filing suit, any request should be made within the next 90 days.)

IF YOU FILE SUIT, PLEASE SEND A COPY OF YOUR COURT COMPLAINT TO THIS OFFICE.

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ATTORNEY OR PARTY WITHOUT ATTORNEY (Name & B	ar number, and address):	FOR COURT USE ONLY			
Joseph Y. Avrahamy, Esq. (LAW OFFICES OF JOSEPH Y. A	VRAHAMY				
16530 Ventura Blvd., Suite Encino, California 91436	208	Superior Court of California			
TELERHONE NO.: (818) 990-1757	FAX NO.:	Superior Court of California County of Los Anneles			
ATTORNEY FOR (Name): Plaintiff, Loi SUPERIOR COURT OF CALIFORNIA, COUNTY OF L	os Angeles	OCT 25 2017			
STREET ADDRESS: 111 North Hill MAILING ADDRESS: Same as above	Street	Sherri R. Carter, axecutive Officer/Clerk			
city and zip code: Los Angeles, Ca BRANCH NAME: Central Distric		Strainive Bolden Deputy			
	r Foundation Healthplan, et	1			
CIVIL CASE COVER SHEET	Complex Case Designation Counter Joinder	GASE NUMBER: 6 8 1 1 0 0			
X Unlimited Limited (Amount (Amount	Counter Joinder Filed with first appearance by defendant	JUDGE:			
demanded demanded is exceeds \$25,000 \$25,000 or less)	(Cal. Rules of Court, rule 3.402)	DEPT:			
1. Check one box below for the case type th	below must be completed (see instructions of	n page 2).			
Auto Tort	Contract F	Provisionally Complex Civil Litigation			
Auto (22)		Cal. Rules of Court, rules 3.400-3.403)			
Uninsured.motorist (46)	Rule 3.740 collections (09)	Antitrust/Trade regulation (03)			
Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort	Other collections (09)	Construction defect (10)			
l — * · · ·	Insurance coverage (18)	Mass tort (40)			
Asbestos (04) Product liability (24)	Contract (37) Real Property	Securities litigation (28) Environmental/Toxic tort (30)			
Medical malpractice (45)	Eminent domain/Inverse	Insurance coverage claims arising from the			
Other PI/PD/WD (23)	condemnation (14)	above listed provisionally complex case			
Non-Pl/PD/WD (Other) Tort	Wrongful eviction (33)	types (41)			
Business tort/unfair business practice (C	Other real property (26)	Inforcement of Judgment			
Civil rights (08)	Unlawful Detainer	Enforcement of judgment (20)			
Defamation (13)	Commercial (31)	liscellaneous Civil Complaint			
Fraud (16)	Residentia/(32)	RICO (27)			
Intellectual property (19)	Drugs (38)	Other complaint (not specified above) (42)			
Professional negligence (25)		Aliscellaneous Civil Petition			
Other non-PI/PD/WD tort (35)	Asset forfeiture (05)	Partnership and corporate governance (21)			
Employment Wrongful termination (36)	Petition re: arbitration award (11) [Other petition (not specified above) (43)			
X Other employment (15)	Other judicial review (39)				
2. This case is X is not cor	nplex under rule 3.400 of the California Rules	of Court. If the case is complex, mark the			
factors requiring exceptional judicial man a Large number of separately rep	lagement: resented parties d Large number of	witnesses			
b. Extensive motion practice raisin		related actions pending in one or more courts			
issues that will be time-consum		, states, or countries, or in a federal court			
c. Substantial amount of documer		udgment judicial supervision			
3. Remedies sought (check all that apply):	a. X monetary b nonmonetary; dec	laratory or injunctive relief c punitive			
	- Violation of CA Govn't Co class action suit.	des 12940(m)(n); and (a)			
	and serve a notice of related case. (You ma	use form CM-015.)			
Date: October 24, 2017	₩	Anna (a			
JOSEPH Y. AVRAHAMY; ESO. (TYPE OR PRINT NAME)	(SIGN)	TURE OF PARTY OR ATTORNEY FOR PARTY)			
Plaintiff must file this cover sheet with the	NOTICE In the action of proceeding of Welfare and Institutions Code). (Cal. Rules of Welfare and Institutions Code).	except small claims cases or cases filed fourt, rule 3.220.) Failure to file may result			
in-sanctions.					
 File this cover sheet in addition to any cover sheet required by local court rule. If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all 					
offier parties to the action or proceeding. • Unless this is a collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only.					
Form Adopted for Mandatory Use Judicial Council of California CM-010 (Rev. July 1, 2007)	Solut	Gal. Standards of Judicial Administration, std. 3.10 Plus			

SHORT THILE: Carter	vs.	Kaiser	Foundation	Healthplan,	et		
a 1							

CASE NUMBER BC 6 8 1 1 0 0

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION (CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)

This form is required pursuant to Local Rule 2.3 in all new civil case filings in the Los Angeles Superior Court.

- Step 1: After completing the Civil Case Cover Sheet (Judicial Council form CM-010), find the exact case type in Column A that corresponds to the case type indicated in the Civil Case Cover Sheet.
- Step 2: In Column B, check the box for the type of action that best describes the nature of the case.
- Step 3: In Column C, circle the number which explains the reason for the court filing location you have chosen.

Applicable Reasons for Choosing Court Filing Location (Column C)

- 1. Class actions must be filed in the Stanley Mosk Courthouse, Central District.
- 2. Permissive filing in central district.
- 3. Location where cause of action arose.
- 4. Mandatory personal injury filing in North District.
- 5. Location where performance required or defendant resides.
- 6. Location of property or permanently garaged vehicle.

- 7. Location where petitioner resides.
- 8. Location wherein defendant/respondent functions wholly.
- 9. Location where one or more of the parties reside.
- 10, Location of Labor Commissioner Office.
- Mandatory filing location (Hub Cases unlawful detainer, limited non-collection, limited collection, or personal injury).

_ [A Civil Case Cover Sheet Category No.	Type of Action (Check only one)	Applicable Reasons - See Step 3 Above
Tort	Auto (22)	A7108 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1, 4, 11
Auto	Uninsured Motorist (46)	A7110 Personal Injury/Property Damage/Wrongful Death – Uninsured Motorist	1, 4, 11
erty ort	Asbestos (04)	A6070 Asbestos Property Damage A7221 Asbestos - Personal Injury/Wrongful Death	1, 11 1, 11
Propresath T	Product Liability (24)	A7260 Product Liability (not asbestos or toxic/environmental)	1, 4, 11
val Injury rongful D	Medical Malpractice (45)	A7210 Medical Malpractice - Physicians & Surgeons A7240 Other Professional Health Care Malpractice	1, 4, 11 1, 4, 11
Other Personal Injury/ Property Damage/ Wrongful Death Tort	Other Personal Injury Property Damage Wrongful Death (23)	A7250 Premises Liability (e.g., slip and fall) A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) A7270 Intentional Infliction of Emotional Distress A7220 Other Personal Injury/Property Damage/Wrongful Death	1, 4, 11 1, 4, 11 1, 4, 11 1, 4, 11

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Local Rule 2.3

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LA-CV109

SHORTTME: Carter vs. Kaiser Foundation Healthplan, et CASE NUMBER al.

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
roperty ath Tort	Business Tort (07)	A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1, 2, 3
	Civil Rights (08)	A6005 Civil Rights/Discrimination	1, 2, 3
jury/ F ful De	Defamation (13)	A6010 Defamation (slander/libel)	1, 2, 3
onal In Vrong	Fraud (16)	A6013 Fraud (no contract)	1) 2, 3
Non-Personal Injury/ Property Damage/ Wrongful Death Tort	Professional Negligence (25)	A6017 Legal Malpractice A6050 Other Professional Malpractice (not medical or legal)	1, 2, 3 1, 2, 3
	Other (35) .	A6025 Other Non-Personal Injury/Property Damage tert	1, 2, 3
ent	Wrongful Termination (36)	A6037 Wrongful Termination	1, 2, 3
Employment	Other Employment (15)	X A5024 Other Employment Complaint Case A6109 Labor Commissioner Appeals	1, 2, 3 10
Contract	Breach of Contract/ Warranty (06) (not insurance)	A6004 Breach of Rental/Lease Contract (not unlawful detainer or wrongful eviction) A6008 Contract/Warranty Breach - Seller Plaintiff (no fraud/negligence) A6019 Negligent Breach of Contract/Warranty (no fraud) A6028 Other Breach of Contract/Warranty (not fraud or negligence)	2, 5 2, 5 1, 2, 5 1, 2, 5
	Collections (09)	A6002 Collections Case-Seller Plaintiff A6012 Other Promissory Note/Collections Case A6034 Collections Case-Purchased Debt (Charged Off Consumer Debt Purchased on or after January 1, 2014)	5, 6, 11 5, 11 5, 6, 11
	Insurance Coverage (18)	A6015 Insurance Coverage (not complex)	1, 2, 5, 8
	Other Contract (37)	A6009 Contractual Fraud A6031 Tortious Interference A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1, 2, 3, 5 1, 2, 3, 5 1, 2, 3, 8, 9
	Eminent Domain/Inverse Condemnation (14)	A7300 Eminent Domain/Condemnation Number of parcels	2, 6
operty	Wrongful Eyiction (33)	A6023 Wrongful Eviction Case	2,6
Real Pro	Other Real Property (26)	A6018 Mortgage Foreclosure A6032 Quiet Title A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2, 6 2, 6 2, 6
iner	Unlawful Detainer-Commercial (31)	A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	6, 11
Deta	Unlawful Detainer-Residential (32)	A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	6, 11
57, 8 t	Unlawful Detainer- Post-Foreclosure (34)	A6020F Unlawful Detainer-Post-Foreclosure	2, 6, 11
, , ,	Unlawful Detainer-Drugs (38)	A6022 Unlawful Detainer-Drugs	2, 6, 11

LAĞİV 109 (Rev 2/16) LASC Approved 03-04 CIVIL CASE COVER SHEET ADDENDUM
AND STATEMENT OF LOCATION

Local Rule 2.3 Page 2 of 4 SHORTTURE: Carter vs. Kaiser Foundation Healthplan, et case NUMBER al.

al.			
!	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
	Asset Forfeiture (05)	A6108 Asset Forfeiture Case	2, 3, 6
еw	Petition re Arbitration (11)	A6115 Petition to Compel/Confirm/Vacate Arbitration	2, 5
Judiclal Review	Writ of Mandate (02)	A6151 Writ - Administrative Mandamus A6152 Writ - Mandamus on Limited Court Case Matter A6153 Writ - Other Limited Court Case Review	2, 8
	Other Judicial Review (39)	A6150 Other Writ /Judicial Review	2, 8
io G	Antitrust/Trade Regulation (03)	A6003 Antitrust/Trade Regulation	1, 2, 8
itigat	Construction Defect (10)	A6007 Construction Defect	1, 2, 3
Provisionally Complex Litigation	Claims Involving Mass Tort (40)	A6006 Claims Involving Mass Tort	1, 2, 8
y Con	Securities Litigation (28)	A6035 Securities Litigation Case	1, 2, 8
Sionall	Toxic Tort Environmental (30)	A6036 Toxic Tort/Environmental	1, 2, 3, 8
Provi	Insurance Coverage Claims from Complex Case (41)	A6014 Insurance Coverage/Subjection (complex case only)	1, 2, 5, 8
Enforcement of Judgment	Enforcement of Judgment (20)	A6141 Sister State Judgment A6160 Abstract of Judgment A6107 Confession of Judgment (non-domestic relations) A6140 Administrative Agency Award (not unpaid taxes) A6144 Petition/Certificate for Entry of Judgment on Unpaid Tax A6112 Other Enforcement of Judgment Case	2, 5, 11 2, 6 2, 9 2, 8 2, 8 2, 8, 9
Miscellaneous Civil Complaints	RICO (27)	A6033 Racketeering (RICO) Case	1, 2, 8
	Other Complaints (Not Specified Acove) (42)	A6030 Declaratory Relief Only A6040 Injunctive Relief Only (not domestic/harassment) A6011 Other Commercial Complaint Case (non-tort/non-complex) A6000 Other Civil Complaint (non-tort/non-complex)	1, 2, 8 2, 8 1, 2, 8 1, 2, 8
	Partnership Corporation Governance (21)	A6113 Partnership and Corporate Governance Case	2, 8
Miscellaneous Civil Petitions	Other Petitions (Not- Specified Above) (43)	A6121 Civil Harassment A6123 Workplace Harassment A6124 Elder/Dependent Adult Abuse Case A6190 Election Contest A6110 Petition for Change of Name/Change of Gender A6170 Petition for Relief from Late Claim Law	2, 3, 9 2, 3, 9 2, 3, 9 2 2, 7 2, 3, 8
0/25		A6100 Other Civil Petition	2, 9

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CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION

Local Rule 2.3 Page 3 of 4

SHORT TITL	E Carter vs.	Kaiser Fou	indation Heal	thplan, et	CASE NUMBER	
Step 4:	type of action th		ected. Enter the ad		1	hown under Column C for the location, including zip code.
REASC	ON:			ADDRESS: 1515	North Vermont	Avenue
ם.נ⊐	XI2. XI3. ☐ 4. ☐	5.□6.□7.□	38.─9.└─10.└─11			
	1	•	F.			
CITY:	Angeles		TATE: ZIP CODE: A 90027			
•	: Certification o				ed in the <u>Central</u> roc., §392 et seq., an	District of d Local Rule 2.3(a)(1)(E)].
Dated:	10/24/17			A / / / / /	SEPH Y. AVRAL	•
COMM	IENCE YOUR N	EW COURT CA		AND READY TO	BE FILED IN ORD	ER TO PROPERLY
1. 2.			d Summons form f	or iccupnos by th	o Clark	
2. 3.	1	•	L Council form CM-	•	ie Cieik.	•
					m, LACIV 109, LASC	C Approved 03-04 (Rev.
5.	Payment in full of	of the filing fee, u	nless there is court	order for waiver, p	partial or scheduled p	ayments.
6.	A signed order minor under 19	appointing the (years of age w	Suardian ad Litem, ill be required by C	Judicial Council to ourt in order to is	form CIV-010, if the ssue a summons.	plaintiff or petitioner is a
7.	Additional copie must be served	es of document along with the	s to be conformed summons and con	by the Clerk. Co plaint, or other i	pies of the cover sh nitiating pleading in t	eet and this addendum he case.
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T.O.L	Þ	:				
62.	, ,					
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