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SUPERIOR COURT OF	Superior Court of California County of Los Angeles JUN 29-2018 Sherri R. Carles, Executive Universities of Court By Jindi Lara Deputy THE STATE OF CALIFORNIA
MARIELOU MENDOZA; an individual,	CASE NO.: BG 7 1 2 2 6 3
RAISER FOUNDATION HEALTH PLAN, INC., a corporation; KAISER FOUNDATION HOSPITALS, a corporation; SOUTHERN CALIFORNIA PERMANENTE MEDICAL GROUP, a partnership; SHERI FALCONE, an individual; and DOES 1 through 10, inclusive. Defendants	PLAINTIFF'S COMPLAINT FOR: 1. VIOLATIONS OF CALIFORNIA HEALTH & SAFETY CODE § 1278.5 2. VIOLATION OF CALIFORNIA GOVERNMENT CODE § 12940(j) – HOSTILE WORK ENVIRONMENT BASED ON HARASSMENT 3. VIOLATION OF CALIFORNIA GOVERNMENT CODE § 12940(k) – FAILURE TO PREVENT DISCRIMINATION OR HARASSMENT 4. RETALIATION IN VIOLATION OF GOVERNMENT CODE § 12940 5. DISCRIMINATION & HARASSMENT IN VIOLATION OF GOVERNMENT CODE § 12940 6. WRONGFUL CONSTRUCTIVE TERMINATION IN VIOLATION OF PUBLIC POLICY 7. DEFAMATION BY FAX DEMAND FOR JURY TRIAL BY PLAINTIFF
	DIT/CASE: BC712263 _EA/DEF#: ECCEIPT #: CCH5208720 DATE PAID: 06/29/18 PAYMENT: \$435.00 RECEIVED: CHECK: CHANGE: CARD:
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COMPLAINT FOR DAMAGES

Plaintiff complains and alleges as follows:

INTRODUCTION & NATURE OF ACTION

- 1. This is a lawsuit brought by Plaintiff, Marielou Mendoza (hereinafter "Plaintiff"), against her former employer "KAISER PERMANENTE". Plaintiff worked for KAISER as a Registered Nurse for twenty-six years until she was constructively terminated on or about June 30, 2017.
- 2. During the 26 years she worked for Kaiser before the events described herein.

 Plaintiff distinguished herself as a quality nurse and the Supervisor of the Cardiac Care Unit. For 25 years in a row, Plaintiff received excellent performance evaluations demonstrating her high level of performance and achievement. As a direct result of her hard work, compassionate care and commitment, Plaintiff regularly received praise from peers and patients alike.
- 3. Then as Kaiser has done so many times in the past to others, it brought in managing agent FALCONE to defame, attack undermine and inflict pain on Plaintiff to either force her to resign or create pretextual grounds to terminate Plaintiff's employment.
- 4. Despite these attacks, Plaintiff well and truly performed her duties under California law and "Kaiser's Principles of Responsibility," the Kaiser manual setting forth Kaiser's policies governing the conduct of all its employees, until she was forced to resign on June 30, 2017 or be terminated.

JURISDICTION & VENUE

- 5. This Court has personal jurisdiction over each of the defendants because they are residents of and/or doing business in the State of California.
- 6 Under California Code of Civil Procedure section 395(a), venue is proper in this county because the defendants, or some of them, reside in this county and/or injuries alleged herein occurred in this county.

PARTIES

7. Plaintiff, at all times relevant hereto, has been a resident of the State of California. Plaintiff was born on November 24, 1959 and was 57 years of age at the time she was forced to resign or be terminated. Plaintiff is of the Philippine race and national origin.

- 8. Plaintiff is informed and believes that Defendants Kaiser Foundation Health Plan, Inc. ("KFHP") and Kaiser Foundation Hospitals ("KFH") are corporations organized and existing under the laws of California, with their two principal places of business located at 1 Kaiser Plaza, Oakland, California and at 393 E. Walnut Street, Pasadena, California in the County of Los Angeles. The location where Plaintiff worked at all times herein relevant was operated under the direct managerial and financial control of Kaiser's Walnut Center Headquarters in Pasadena, California.
- 9. Plaintiff is informed and believes that Defendant Southern California Permanente Medical Group ("SCPMG") is organized in form only as a partnership under the laws of California, with its principal place of business located in Los Angeles County at 393 East Walnut Street, Pasadena, California.
- 10. Plaintiff is informed and believes and thereon alleges that at all times herein relevant, defendant SHERI FALCONE ("FALCONE) is a resident of the State of California and a managing agent of the corporate defendants fully empowered to speak for and bind KAISER. PERMANENTE in doing the things alleged herein below.
- 11. Plaintiff is informed and believes KFHP, KFH and SCPMG do business jointly, and with other entities as an INTEGRATED ENTERPRISE owned and controlled by KFHP doing business under the name "Kaiser Permanente." All Kaiser entities are governed by "Kaiser's Principles of Responsibility" a document which sets forth and binds in great detail the duties and obligations of every employee and agent of all Kaiser Permanente entities.
- 12. Planniff's informed and believes that Kaiser Permanente is an "integrated" health care delivery system comprised of the insurance company, KFHP, its doctors, organized as SCPMG, and its hospitals, which are wholly owned and/or controlled by KFHP through its captive entity, KFH, which has no separate existence or identity apart from KFHP.
- 13. Plaintiff is informed and believes and thereon alleges that Defendant KFHP is an insurance company which purports to provide comprehensive total medical care to its members. KFHP describes itself as the largest Health Maintenance Organization in the country. KFHP exercises total control over Defendants KFH, SCPMG and a number of other corporate and

partnership entities such that their very existence as purported separate entities is in fact a sham designed to perpetuate the myth that KFHP and KFH are legitimate "non-profit" corporations. Plaintiff is informed and believes that KFHP and KFH are in fact "for profit" enterprises regularly reporting their profitability publicly. For example, on August 5, 2011, Kaiser reported:

Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, Inc., and their respective subsidiaries (KFH/HP) reported today a combined operating revenue of \$11.9 billion for the quarter ending June 30, 2011, compared to \$11.0 billion in the same period in 2010. Operating income was \$390 million in the second quarter of 2011, compared to \$313 million in the same quarter last year. Net non-operating income was \$273 million in the second quarter of 2011, compared to \$91 million in the same quarter last year. As a result, net income for the second quarter was \$663 million versus net uncome of \$404 million in the same period last year. These are the combined operating results for Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, Inc., and their respective subsidiaries.

KFHP's total dominance over KFH and SCPMQ is evidenced by the fact that 14. KFH and SCPMG's entire annual budget is set by, controlled by, and approved by KFHP; all funds for KFH and SCPMG's operations come from KFHP determines what "profit" if any SCPMG is allowed to make; money that SCPMG uses to pay bonuses to its doctors comes from KFHP; SCPMG does not bill any patients for most of its services; barring emergencies or extremely rare instances, SCPMG doctors are only allowed to work for KFHP members exclusively; and SCPMG's only source of money is from KFHP. KFHP provides virtually all legal, human resources, insulance, communications, advertising, billing, and other necessary services for KFH and SCPMG. Members buying health care coverage only pay money to KFHP, not to SCRMO, they buy insurance from KFHP and they receive services through SCPMG. Advertising for the health care offered by KFHP as health insurance and provided through SCPMG doctors is done predominantly by KFHP, advertising as "Kaiser Permanente" as seen in the multi-million-dollar "Thrive" advertising campaign. SCPMG does not own hospitals, medical buildings, or the clinics where they work; they are owned by KFHP. KFHP provides all telephone, fax, and e-mail services for SCPMG. KFHP also provides health insurance and medical malpractice insurance to SCPMG's doctors. KFHP lawyers routinely

¹ http://xnet.kp.org/newscenter/pressreleases/nat/2011/080511q2financials.html

render legal advice and counsel to KFH, SCPMG, and have unfettered access to KFH and SCPMG's records; KFHP's Human Resources department routinely investigates any EEOC/DFEH or other complaints of discrimination, as well as issues regarding reasonable accommodations, regarding KFH and SCPMG's practices and employees, reporting to KFHP's legal department on all such investigations; KFHP lawyers and human resources staff do not obtain privacy waivers when seeking records of KFH and/or SCPMG employees or investigating their claims; KFHP provides and pays for all facilities in which KFH and SCPMG conduct business.

- 1.5. Defendants KFHP, KFH and SCPMG, if not separately noted are hereinafter collectively referred to as "Kaiser." These Defendants are collectively liable under either a joint employer theory or a single enterprise theory.
- 16. The true names and capacities of the defendants harned herein as Does I through 10, inclusive, whether individual, corporate, associate or otherwise, are unknown to Plaintiff who therefore sues such defendants by fictitious names pursuant to California Code of Civil Procedure section 474. Plaintiff is informed and believes that all of the Doe defendants are California residents. Plaintiff will amend this Complaint to show such true names and capacities when they have been determined.
- Plaintiff is informed and believes that at all times relevant herein, each defendant designated, including Does (through 10, was the agent, managing agent, principal, owner, partner, joint-venturer, representative, manager, servant, employee and/or co-conspirator of each of the other defendants, and was at all times mentioned herein acting within the course and scope of said agency and employment, and that all acts or omissions alleged herein were duly committed with the ratification, knowledge, permission, encouragement, authorization and consent of each defendant designated herein.
- 18. Plaintiff timely filed a complaint for discrimination, harassment, retaliation and hostile work environment with the Department of Fair Employment and Housing and received a Right to Sue letter from DFEH.

FACTS COMMON TO ALL CAUSES OF ACTION

- 19. At all times herein relevant, Plaintiff was a Registered Nurse duly licensed by the State of California. By the time of her constructive termination, Plaintiff had risen to the position of Supervisor of the Cardiac Cath Lab at Kaiser Sunset hospital in Los Angeles.
- 20. On July I, 1991 Plaintiff was hired and began her career at Kaiser Sunset as a Registered Nurse. Thereafter, each and every year Plaintiff received favorable performance evaluations and praise from the physicians, fellow nurses, supervisors, and administrators who were her co-workers. Plaintiff took great pride in her work caring for patients with serious cardiac problems, comforting them and meeting their nurses needs with passion and commitment. Plaintiff, relying on Kaiser's Principles of Responsibility and the numerous reassurances she received commending her good work, reasonably believed she would continue her good work through normal retirement. But that was not to
- 21. On or about August 2016 Kaiser hired defendant FALCONE and empowered her to do Kaiser's bidding. Thereafter, FALCONE, acting for and on behalf of Kaiser, began a campaign of harassment, abuse, humiliation and defamation to inflict embarrassment and emotional distress on Plaintiff hoping that she would quit rather than continue to endure the pain.
- 22. Plaintiff is informed and believes and thereon alleges that FALCONE, in material part because of her racial and entire animus toward Plaintiff, verbally and in writing made numerous false statements to several third parties including Kaiser Human Resources, other managers and certain co-workers. Some examples of those defamatory statements are as follows:
 - A. "Marielou demonstrates a lack of ownership for commitments and performance."
 - Marie ou is unable to create systems, procedures and monitoring processes to ensure highly competent delivery of care."
 - C. "Marielou struggles in the area of collaboration."
 - D. "Marielou does not support individual and team efforts by encouraging, influencing and engaging others with different backgrounds, experiences and points of view."
 - E. "Marielou lacks the communication style that builds trust and encourages open discussion."

- F. Marielou "denies the opportunity for others to provide input and feedback, including those with different backgrounds, experiences and points of view."
- G. Marielou "does not demonstrate a strong customer focus."
- H. "Marielou struggles to develop her understanding of CCL operations."
- "Marielou consistently shows the inability to provide timely decisions or take action inability."
- J. "Marielou struggles to build trusting relationships."
- K. "Marielou is ineffective in building and managing an effective team."
- 23. Each of the defamatory statements set forth in paragraph 22 above was known to be false by defendants at the time each such statement was uttered and otherwise published.
- 24. Each of the defamatory statements set forth in paragraph 22 above was uttered with the intent to injure Plaintiff in her career and occupation and to inflict emotional pain on her. The third parties who heard and saw these defamatory statements believed them to be true.
- 25. The Cardiac Cath Lab at Kaiser Sunset was and is an ethnically diverse work environment requiring Plaintiff to manage and supervise workers from many different cultures and backgrounds. As an ethnic minority herself (Phillipine/Asian) she was sensitive to the issues which arise from an ethnically diverse work force.
- 26. Plaintiff's well documented history of outstanding performance refutes each and every one of the false statements set forth in paragraph 22 above.
- 27. Plaintiff was very effective in meeting the needs of that diverse work force. In her 2011 performance appraisal, Plaintiff's supervisor noted that Plaintiff "has been very effective with the varied cultures in our lab. She is compassionate yet firm in her direction and is learning the art of collaboration.....Seeks to understand. Asks others for input and feedback, including those with different backgrounds, experiences and points of view. Actively listens and ensures that people are heard and can raise concerns."

- 28. In Plaintiff's 2011 performance evaluation she was evaluated as having "Excellent Performance" in virtually every category. That evaluation squarely contradicts the defamatory statements set forth in paragraph 22 as follows:
 - A. "I feel that Malou (sic) has really grown this year in her management style. The staff have come to respect her and follow her direction."
 - B. "Malou (sic) has been very effective with the varied cultures in our lab. She is compassionate yet firm in her direction and is learning t he art of collaboration."
 - C. "Malou (sic) is much better at openly communicating with the staff."
 - D. "Not only does Malou(sic) share her skills with the staff, but she has taken several class to improve her management style."
 - E. "Malou (sic) is very careful to constantly monitor the state the eath lab is in. She comes for help from her managers when appropriate and tries to problem solve on her own."
- 29. Plaintiff's February 19, 2016 performance evaluation was done using a different format. In most categories of evaluation she achieved "100%" of her goals. Her then manager's comments directly refute the defamatory comments set forth in paragraph 22 above:
 - A. "The Cath Lab is very fortunate to have Marielou as an employee. She is dedicated and hardworking."
 - B. "Malou (sic) is in constant communication with her employees throughout the day.

 She is both appropriate and timely with her messages."
 - C. "When given tasks to complete, Marielou is timely and efficient. She works very hard
 - D. Marielou is aware of the needs of the patients and their families. When she notices that their needs are not being met, she is there to intervene. She is helpful to the physicians and staff when problems arise."
 - E. "Marielou collaborates easily with the physicians and other departments in the medical center. She is respected and maintains constructive relationships."

- F. Marielou identifies and uses the resources available to solve the multitude of problems that can arise in this busy department."
- G. "Marielou gives clear expectations and holds the employees accountable to meet the expectations. She provides clear feedback and encourages questions from the staff. She works closely with our educator to ensure the staff are updated on procedures and skills."
- 30. On or about February 17, 2017, defendants, in furtherance of their plan to embarrass, harass and abuse Plaintiff into resigning, gave Plaintiff the only negative performance evaluation she ever received and placed Plaintiff on what they called a "Formal Confective Action Plan" falsely accusing her of poor performance. This document was reviewed by numerous third parties who believed the defamatory allegations contained therein as well as those set forth in paragraph 22 above were true. Defendants did this for no proper business purpose but instead did this to increase the level of emotional and physical pain on the Plaintiff hoping that she would resign.
- 31. However, on March 1, 2017, Dr. Tom Anderson, Ed.D., MBA, the former Interim Director, Cath/EP Labs and the Current Department Administrator, Cardio-Vascular Surgery at Kaiser Sunset, who was Plaintiff's prior supervisor wrote a letter of recommendation for her that further demonstrates the falsity of FALCONE's statements:

"The department was at a substantial level of disarray upon our arrival... Our stated priorities were to improve efficiency, finitially for First-Case Start Times and then turn-around times.... We were able to increase 1st case on-time starts from 52% to 94%. Turn-around-times dropped from 46 minutes to 28 minutes." "Malou(sic) led by example, stepping up to cover our Ward Clerk, Charge Nurse or Holding Area Nurses. We worked well together because we kept priorities in order: patient care and staff care. Malou is a very likeable person and staff resond well to her." "I recommend Malou Mendoza to you, without reservation."

32. On March 27, 2017, Dr. Vicken J. Aharonian MD, a Kaiser Interventional Cardiologist wrote of Plaintiff:

"I have known Malou (sic) since 1991....I have found her to be very engaged as a nurse, resourceful and knowledgeable. She is very caring towards patients, and always puts the patient first. She is indeed a patient advocate to the fullest of its meaning.....She is very knowledgeable regarding running a cath lab on a day-to-day basis and has worked very well with Hospital nursing and in-patient care areas.....Her interpersonal skills are really her strength...."

33. On March 30, 2017, Dr. Morris Salem MD, the Regional Interventional Pediatric Cardiologist for Kaiser throughout Southern California, wrote:

"I have known (her)for last 18 years in her capacity as a cardiac catherization lab nurse manager. Marielou has had multiple roles in the catherization lab since I have known her and is widely regarded as one of the most reliable, conscientious and efficient employees in the catheterization lab."

- 34. It is against the public policy of the State of California to retaliate against an employee for patient advocacy pursuant to California Business and Professions Code section 2056 and Health and Safety Code Section 1278.5.
- 35. Plaintiff succumbed to the physical and emotional pain recognizing that it was hopeless for you to return because they would continue to batter, humiliate and abuse her.

 Recognizing that no reasonable person could continue to work in such a hostile environment, on 6/30/17 Plaintiff was constructively terminated and resigned from Kaiser.

FIRST CAUSE OF ACTION

POLATIONS OF CALIFORNIA HEALTH & SAFETY CODE § 1278.5

(Against All Defendants and Does 1 through 10)

- 36. Plaintiff incorporates by this reference paragraphs 1 through 35 of this complaint as if set forth herein in full and with the same full force and effect.
- 37. Plaintiff was retaliated against for months prior to her constructive termination in a campaign orchestrated by defendants to inflict pain, humiliation and abuse on Plaintiff in an attempt to either force her to quit or set her up for pretextual termination. This retaliation was

because of the patient care and employee safety concerns raised above. This retaliation for patient and safety advocacy was in violation of Health and Safety Code section 1278.5.

- 38. As a proximate result of Defendants' retaliation against Plaintiff, Plaintiff has suffered and continues to suffer substantial losses in earnings, and other employment and retirement benefits and has suffered and continues to suffer embarrassment, humiliation and mental anguish all to her damage in an amount according to proof.
- 39. As a proximate result of Defendants' retaliation against Plaintiff, Plaintiff entitled to reinstatement pursuant to Health and Safety Code section 1278.5.
- 40. As a proximate result of Defendants' retaliation against Plaintiff, Plaintiff is entitled to reasonable attorneys' fees pursuant to Health and Safety Code Section 1278.5.
- 41. Defendants committed the acts alleged herein maliciously, fraudulently and oppressively, with the wrongful intention of injuring Plaintiff, from an improper and evil motive amounting to despicable conduct, and in conscious disregard of Plaintiff's rights. Plaintiff is thus entitled to recover punitive damages from Defendants in an amount according to proof.

SECOND CAUSE OF ACTION

VIOLATION OF CALIFORNIA GOVERNMENT CODE § 12940(k) - FAILURE TO PREVENT DISCRIMINATION OR HARASSMENT

(Against All Kaiser Defendants and Does 1 through 10)

- 42. Plaintiff incorporates by this reference paragraphs 1 through 35 of this complaint as if set forth herein in full and with the same full force and effect.
- Defendants discriminated against Plaintiff on account of her race and national origin. The acute stress and harassment deliberately inflicted on Plaintiff created a hostile work environment that threatened plaintiff's health and career.
- 44. The KAISER defendants were well aware that Plaintiff was being subjected to ongoing discrimination, harassment and a hostile work environment and did nothing to prevent it in violation of California Government Code Section 12940(k).

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45. Defendants committed the acts alleged herein maliciously, fraudulently and oppressively, with the wrongful intention of injuring Plaintiff, from an improper and evil motive amounting to despicable conduct, and in conscious disregard of Plaintiff's rights. Plaintiff is thus entitled to recover punitive damages from Defendants in an amount according to proof.

THIRD CAUSE OF ACTION

RETALIATION IN VIOLATION OF GOVERNMENT CODE § 12940

(Against All Kaiser Defendants, FALCONE and Does 1 through 10)

- 46. Plaintiff incorporates by this reference all preceding and subsequent paragraphs.
- 47. Defendants committed the acts alleged herein above and other acts maliciously, fraudulently and oppressively, with the wrongful intention of injuring Plaintiff, from an improper and evil motive amounting to despicable conduct, and in conscious disregard of Plaintiff's rights. Plaintiff is thus entitled to recover punitive damages from Defendants in an amount according to proof.

FOURTH CAUSE OF ACTION

DISCRIMINATION AND HARASSMENT IN VIOLATION OF GOVERNMENT CODE

§ 12940

(Against the KAISER Defendants, FALCONE and Does 1 through 10)

- 48. Plaintiff incorporates by this reference all preceding and subsequent paragraphs.
- 49. Defendants committed the acts alleged herein maliciously, fraudulently and oppressively, with the wrongful intention of injuring Plaintiff, from an improper and evil motive amounting to despicable conduct, and in conscious disregard of Plaintiff's rights. Plaintiff is thus entitled to recover punitive damages from Defendants in an amount according to proof.

FIFTH CAUSE OF ACTION WRONGFUL CONSTRUCTIVE TERMINATION IN VIOLATION OF PUBLIC POLICY

-11-

(Against the KAISER Defendants and Does 1 through 10)

- 50. Plaintiff incorporates by this reference all preceding and subsequent paragraphs.
- 51. It is against the public policy of the State of California to retaliate against an employee for patient advocacy pursuant to B&P code section 2056.
- 52. It is against the public policy of the State of California pursuant to Health and Safety Code Section 1278.5 to retaliate against Plaintiff for reporting threats to patient and employee safety and health care.
- 53. Defendants committed the acts alleged herein maliciously, fraudulently and oppressively, with the wrongful intention of injuring Plaintiff, from an improper and evil motive amounting to despicable conduct, and in conscious disregard of Plaintiff's fights. Plaintiff is thus entitled to recover punitive damages from Defendants in an amount according to proof.

SIXTH CAUSE OF ACTION

DEFAMATION

(Against All Defendants, FALCOND and Does 1 through 10)

- 54. Plaintiff incorporates by this reference all preceding and subsequent paragraphs.
- 55. As alleged herein above, defendants FALCONE and Does 1-5, each falsely accused Plaintiff of multiple acts of misconduct and misbehavior both verbally and in writing in an attempt harm plaintiff in her occupation and profession and to set up a pretextual excuse to discipline and/or terminate Plaintiff's employment or to force her to endure such pain, shame and humiliation that she would gait or retire.
- 56. Defendants committed the acts alleged herein maliciously, fraudulently and oppressively, with the wrongful intention of injuring Plaintiff, from an improper and evil motive amounting to despicable conduct, and in conscious disregard of Plaintiff's rights. Plaintiff is thus entitled to recover punitive damages from Defendants in an amount according to proof.

JURY TRIAL DEMANDED

57. Plaintiff demands a jury as to all causes of action.

PRAYER FOR RELIEF WHEREFORE, Plaintiff requests relief as follows: 2 1. For compensatory economic damages according to proof including losses incurred in 3 seeking substitute employment and loss of earnings, and other employment benefits; 5 2. For compensatory non-economic damages for losses resulting from humiliation, 6 mental anguish, and emotional distress according to proof; 3. For interest on the amount of losses incurred in earnings, deferred compensation and 7 other employee benefits at the prevailing legal rate; 4. For a \$25,000 civil penalty pursuant to Health and Safety Code section 1278.5; 9 10 5. For punitive damages according to proof: 11 6. For restitution and injunctive relief: 12 7. For reinstatement; 13 8. For costs incurred by plaintiff, including reasonable attorneys' fees; 14 9. For such other and further relief as the Court may deem proper. 15 THE MATHEWS LAW GROUP 16 Date: June 28, 2018. 17 1,8 Charles T. Mathews Attorneys for Plaintiff, 19 20 21 22 23 24 25 26 -13-

PLAINTIFF'S COMPLAINT FOR DAMAGES

06/29/2018

EXHIBIT A



STATE OF CALIFORNIA | Business Consumer Services and Housing Agenty

GOVERNOR EDMUND G RI

DEPARTMENT OF FAIR EMPLOYMENT & HOUSING

2218 Kausen Drive, Suite 100 | Elk Grove | CA | 95758 (800) 884-1684 | TDD (800) 700-2320 http://www.dleh.ca.gov | email: contact.center@dleh.ca.gov

June 26, 2018

Charles Mathews 45 East Huntington Drive, Suite 45C Arcadia, California 91006

RE: Notice to Complainant's Attorney

DFEH Matter Number: 201806-02724426

Right to Sue: Mendoza / Kaiser Foundation Health Plan, Inc. et al.

Dear Charles Mathews:

Attached is a copy of your complaint of discrimination filed with the Department of Fair Employment and Housing (DFEH) pursuant to the California Fair Employment and Housing Act, Government Code section 12900 et seq. Also attached is a copy of your Notice of Case Closure and Right to Sue.

Pursuant to Government Code section 12962, DFEH will not serve these documents on the employer. You must serve the complaint separately, to all named respondents. Please refer to the attached Notice of Case Closure and Right to Sue for information regarding filing a private laws un in the State of California. A courtesy "Notice of Filing of Discrimination Complaint" is attached for your convenience.

Be advised that the DFEH does not review or edit the complaint form to ensure that it meets procedural or statutory requirements.

Sincerely,

Department of Fair Employment and Housing



STATE OF CAUFORNIA I Business Consumer Services and Housing Agency

GOVERNOR EDMUND G. BROWN JR

DEPARTMENT OF FAIR EMPLOYMENT & HOUSING

2218 Keusen Drive, Suile 100-l Elk Grove I CA I 95758 (800) 884-1684 I TDD (800) 700-2320 http://www.dfeh.ca.gov I email: contact.center@dfeh.ca.gov

June 26, 2018

RE: Notice of Filing of Discrimination Complaint

DFEH Matter Number: 201806-02724426

Right to Sue: Mendoza / Kaiser Foundation Health Plan, Inc. et al.

To All Respondent(s):

Enclosed is a copy of a complaint of discrimination that has been filed with the Department of Fair Employment and Housing (DFEH) in accordance with Government Code section 12960. This constitutes service of the complaint pursuant to Government Code section 12962. The complainant has requested an authorization to file a lawsuit. This case is not being investigated by DFEH and is being closed immediately. A copy of the Notice of Case Closure and Right to Sue is enclosed for your records.

Please refer to the attached complaint for a list of all respondent(s) and their contact information.

No response to DFEH is requested or required

Sincerely.

Department of Fair Employment and Housing



STATE OF CALIFORNIA | Business Consums Services and Housing Agency

GOVERNOR EDMUND G. BRO

DEPARTMENT OF FAIR EMPLOYMENT & HOUSING

2218 Kausen Drive, Suite 100 I Elk Grove I CA I 95758 (800) 884-1684 I TOD (800) 700-2320 http://www.ofeh.ca.gov.l email: contact.center@uleh.ca.gov

June 26, 2018

Marielou Mendoza 1013 Edgemont St. Los Angeles, California 90029

RE: Notice of Case Closure and Right to Sue

DFEH Matter Number: 201806-02724426

Right to Sue: Mendoza / Kaiser Foundation Health Plan, Inc. et al.

Dear Marielou Mendoza.

This letter informs you that the above-referenced complaint was filed with the Department of Fair Employment and Housing (DFEH) has been closed effective June 26, 2018 because an immediate Right to Sue notice was requested. DFEH will take no further action on the complaint.

This letter is also your Right to Sue notice. According to Government Code section 12965, subdivision (b), a civil action may be brought 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 civil action must be filled within one year from the date of this letter.

To obtain a federal Right to Sue notice, you must contact the U.S. Equal Employment Opportunity Commission (EEOC) to file a complaint within 30 days of receipt of this DFEH Notice of Case Closure or within 300 days of the alleged discriminatory act,

Sincerely,

Department of Fair Employment and Housing

(I)

1 COMPLAINT OF EMPLOYMENT DISCRIMINATION BEFORE THE STATE OF CALIFORNIA 2 DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING Under the California Fair Employment and Housing Act 3 (Gov. Code, § 12900 et seq.) 4 In the Matter of the Complaint of 5 Marielou Mendoza DFEH No. 201806-02724426 6 Complainant. 7 Kaiser Foundation Health Plan, Inc. 8 393 E. Walnut Street 9 Pasadena, California 91188 10 Kaiser Foundation Hospitals 393 E. Walnut Street 11 Pasadena, California 91188 12 Southern California Permanente Medical Group 13 (SCPMG) 393 E. Walnut Street 14 Pasadena, California 91188 15 Shëri Falcone c/o Southern California Permanente Medical 16 Group 1515 Vermont AVe. 17 Los Angeles, California 90027 18 Respondents 19 20 1. Respondent Kaiser Foundation Health Plan, Inc. is an employer subject to suit under the California Fair Employment and Housing Act (FEHA) (Gov. Code, § 12900 21 et seq.). 22 2. Complainant Marielou Mendoza, resides in the City of Los Angeles State of 23 California. 24 3. Complainant alleges that on or about May 30, 2017, respondent took the following 25 26 **ආ 27** 3/2**28** Complaint - DFEH No. 201806-02724426 Date Filed: June 26, 2018

Complainant was harassed because of complainant's race, ancestry, national origin (includes language restrictions), color, age (40 and over).

Complainant was discriminated against because of complainant's race, ancestry, national origin (includes language restrictions), color, age (40 and over) and as a result of the discrimination was terminated, denied a work environment free of discrimination and/or retaliation.

Complainant experienced retaliation because complainant reported or resisted any form of discrimination or harassment and as a result was terminated, forced to quit, denied a work environment free of discrimination and/or retaliation.

Additional Complaint Details: After having an excellent career at Kaiser for 25 years receiving excellent written performance evaluations I was terminated by a new supervisor who began a campaign of harassment and abuse, undermining my job and threatening my position. This supervisor gave me the first negative performance review I had ever received, filling it with distortions and false statements about my performance. After sustaining an injury which caused me to take sick leave, that made matters worse, to the point was forced to quit on June 30, 2017.

Complaint - DFEH No. 201806-02724426

Date Filed: June 26, 2018

06/29/2018

VERIFICATION I, Charles Mathews, am the Attorney in the above-entitled complaint. I have read the foregoing complaint and know the contents thereof: The matters alleged are based on information and belief, which I believe to be true. On June 26, 2018, I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct. Arcadia, C Complaint - DFEH No. 201806-02724426 Date Filed: June 26, 2018

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ATTORNEY OR PARTY WITHOUT ATTORNEY (Nome, State Ba Charles T. Mathews (SBN 055889)	rnumber, and address):	FOR COURT USE ONLY
The Mathews Law Firm 43 E. Huntington Drive, Suite 45C		र्भरव सम्भूतम
Arcadia, CA 91006		FILED
TELEPHONE NO.: 626.683,8291 FAX NO.: 626.683,8295		Superior Court of California County of Los Angeles
ATTORNEY FOR (Name): Plaintiff, Marielou M SUPERIOR COURT OF CALIFORNIA, COUNTY OF L		
STREET ADDRESS: 111 N. Hill Street	os Angeles	JUN 29.2018
MAILING ADDRESS:		
CITY AND ZIP CODE: Los Angeles, CA 90	0012	Sherri R. Carter, Executive Utilices Clerk of Court
BRANCH NAME: Central District - Sta	niey Mosk Courthouse	By July long, Deputy
Mendoza v Kaiser Foundation Heal	th Plan Inc. et al	Judi Lara
CIVIL CASE COVER SHEET	Complex Case Designation	CASE NUMBER:
✓ Unlimited Limited		
(Amount (Amount	Counter Joinder	JUDGE: BG 7 12 2 8 8
demanded demanded is exceeds \$25,000) \$25,000 or less)	Filed with first appearance by defenda (Cal. Rules of Court, rule 3,402)	ant
	low must be completed (see instructions o	
1. Check one box below for the case type the	at best describes this case:	n page 2).
Auto Tort	Contract	Provisionally Complex Civil Litigation
Auto (22)		Cal. Rules of Court, rules 3.400-3.403)
Uninsured motorist (46) Other PI/PD/WD (Personal Injury/Property	Rule 3.740 collections (09)	Antitrust Trade regulation (03)
Damage/Wrongful Death) Tort	Other collections (09) Insurance coverage (18)	Construction defect (10) Mass tort (40)
Asbestos (04)	Other contract (37)	Securities litigation (28)
Product liability (24)	Real Property	Environmental/Toxic tort (30)
Medical malpractice (45)	Eminent domain/Inverse	Insurance coverage claims arising from the
Other PI/PD/WD (23) Non-PI/PD/WD (Other) Tort	condemnation (14) Wrongful eviction (33)	above listed provisionally complex case types (41)
Business tort/unfair business practice (0)		Enforcement of Judgment
Civil rights (08)	<u>Unla</u> wful Detainer	Enforcement of judgment (20)
Defamation (13)	Commercial (31)	Alscellaneous Civil Complaint
Fraud (16)	Residential (32)	RICO (27)
Intellectual property (19) Professional negligence (25)	L Drugs(38)	Other complaint (not specified above) (42)
Other non-PI/PD/WD tort (35)	Judicial Review Asset forfeiture (05)	Alscellaneous Civil Petition
Employment	Petition re: arbitration award (11)	Partnership and corporate governance (21)
Wrongful termination (36)	Writ of mandate (02)	Other petition (not specified above) (43)
Other employment (15)	Other judicial review (39)	
2. This case is is is not confactors requiring exceptional judicial many	plex under rule 3.400 of the California Rul	es of Court. If the case is complex, mark the
a. Large number of separately repre	 _	of witnesses
b. Extensive motion practice raising		with related actions pending in one or more courts
issues that will be time consumin		es, states, or countries, or in a federal court
c. Substantial amount of documenta	ary evidence f. Substantial po	stjudgment judicial supervision
3. Remedies sought (check all that apply): a		eclaratory or injunctive relief c. punitive
4. Number of causes of action (specify): 7	inclination, or	contractly of injuricave rener c. [4] purillive
	ss action suit.	
6. If there are any known related cases, file	and serve a notice of related case. (You m	aay use form CM-015.)
Date: 06/28/18	. 11	111
Charles T. Mathews	Char	les J. Mathewa)
(TYPE OR PRINT NAME)	NOTICE	SNATURE OF FARTY OF ATTORNEY FOR PARTY)
Plaintiff must file this cover sheet with the under the Brobets Code, Foreity Code, and the property of t	first paper filed in the action or proceeding	(except small claims cases or cases filed
under the Probate Code, Family Code, or in sanctions.	Welfare and Institutions Code). (Cal. Rule	s of Court, rule 3.220.) Failure to file may result
File this cover sheet in addition to any cover.	ver sheet required by local court rule.	
If this case is complex under rule 3.400 et other parties to the action or proceeding.	seq. of the California Rules of Court, you	must serve a copy of this cover sheet on all
Unless this is a collections case under rule	9 3.740 or a complex case, this cover shee	et will be used for statistical purposes only.
Form Adopted for Mandatory Use		Page 1 of 2
Judicial Council of California FCM-019 [Rev. July 1, 2007]	CIVIL CASE COVER SHEET	Cai, Rutes of Court, rutes 2.30, 3.220, 3.400–3.403, 3.740; Cai Stendards of Judicial Administration, std. 3.10 www.countinto.ca gov

CASE NUMBER

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 fillings 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.
- 1) 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
Auto (22)	A7 80 Motor Vehicle - Personal Injury/Property Damage/Vrongful Death	1, 4, 11
Uninsured Motorist (46)	A7110 Personal Injury/Property Damage/Wrongful Death - Uninsured Motorist	1, 4, 1,1
Aspestos (04)	☐ A6070 Asbestos Property Damage ☐ A7221 :Asbestos - Personal Injury/Wrongful Death:	1, 11 1, 11
Product Liability (24)	☐ A7260 Product Liability (not asbestos of toxic/environmental)	1, 4, 11
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 Wrongtul Death (23)	 □ A7250 Premises:Liability (e.g., slip and fail) □ A7230 Intentional Bodity 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 11,4,:11 1, 4, 11 1, 4, 11

of F

Other Personal Injury/ Property Damage/ Wrongful Death Tort

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

Local Rule 2.3

Page 1 of 4

MENDOZA v. KAISER FOUNDATION HEALTH PLAN, et al. CASE NUMBER

	Civil Case:Cover Sheet Calegory No.	(Check only, one)	Reasons - See Above
Non-Personal Injury/ Property Damage/ Wrongful Death 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
I Dea	Defamation (13)	A6010 Defamation (slander/libel)	1.223
rongfu	Fraud (16)	C A6013 Fraud (no contract)	1,2-3
amage/.W	Professional Negligence (25)	A6017 Legal Malpractice. A6050 Other Professional Malpractice (not medical or légal)	1,2,3
Δ	Other (35)	. D A6025 Other Non-Personal Injury/Property Damage tort	1, 2, 3
	Wrongful Termination (36)	A6037 Wrongful Termination	1.23
- Inproducent	Other Employment (15)	CI A6024 Other Employment Complaint Case CI A6109 Labor Commissioner Appeals	1, 2, 3.
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, 7† 5, 11. 5, 6, 11.
	Insurance Coverage (18)	Ä6015 Insurance Coverage (not complex)	1, 2, 5, 8
	Other Cönträct (37)	☐ A6003 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
r in idea.	Wrongful Eviction (33)	☐ A6023 Wrongful Eviction Case.	2,6
Real Pro	Other Real Property (26)	□ A6018 Mortgage.Foreclösure □ A6032 Quiet Titte. □ A6060. Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2.6 2.6 2.6
Unlawful Detainer	Unlawful Detainer-Commercial (31)	☐ A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	6. 11
	Unlawful Detainer-Residential. (32)	☐ A6020 Unlawful Detainer-Résidential (not drugs or wrongful eviction)	Ġ, 11
	Unlawful Delainer Post-Foreclosure (34)	☐ A6020FUnlawful Detainer-Post-Foreclosure	2, 6, 11
	Unlawful Detainer-Drugs (38)	A6022 Unlawful Detainer-Drugs	2, 6, 11
V 100	(Rev.2/16)	CIVIL CASE COVER SHEET ADDENDUM	ocal Rule 2.3

SHORTZITLE MENDOZA v. KAISER FOUNDATION HEALTH PLAN, et al

 -	FOR SECTION OF SUMMERS		. 100
	A Civil Case Cover Sheet **Category:No	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
ew.	Asset Forfeiture (05)	☐ A6108 Asset Forfeiture Case	2, 3, 6
	Petition re Arbitration (11)	☐. A6115. Petition to Compel/Confirm/Vacate Arbitration	2,5
Judicial Review	Writ of Mandate (02)	☐ Ä6151 Writ - Administrative Mandamus ☐ Ä6152 Writ - Mandamus on Limited Court Case Matter ☐ Ä6153 Writ - Other Limited Court Case Review	2, 8
	Other Judicial Review (39)	D A6150 Other Writ (Judicial Review	2,8
5	Antilrust/Trade Regulation (03)	☐ A6003 Antifrust/Trade Regulation	1, 2, 8
itigati	Construction Defect (10)	□ A6007 Construction Defect	1, 2; 3
ıplex L	Claims Involving Mass Tort. (40)	□ A6006: Claims Involving Mass Tort	1, 2, 8
ly Con	Securities Litigation (28)	☐ A6035 Securities Litigation Case	1, 2, 8
Provisionally Complex Litigation	Toxic Tort Environmental (30)	☐ A6036 Toxic Tort/Environmental	1, 2, 3, 8
Prov	Insurance Coverage Claims from Complex Case (41)	☐ :A6014 Insuránce Coverage/Subrogation (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) □ A6114 Retition 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
ω.	RICO (27)	Q A6033 Racketeering (RICO) Case	1, 2, 8
Miscellaneous Civil Complaints	Other Complaints (Not:Specified Above) (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	Ölher 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
ලා ර •		□ A6100 Other Civil Petition	2, 3, 8
K-)			·

LASC Approved 03-04

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION

Local Rule 2.3.

Page 3 of 4

SHORT TITLE:		
	MENDOZA v. KAISER FOUNDATION HEALTH PLAN, et al	CASE NUMBER
		•

Step 4: Statement of Reason and Address: Check the appropriate boxes for the numbers shown under Column C for the type of action that you have selected. Enter the address which is the basis for the filing location, including zip code, (No address required for class action cases).

REASON: □ 1. ② 2. □ 3. □ 4. □ 5. □ 6. □ 7: □ 8. □ 9. □ 10. □ 11.		· · · · · · · · · · · · · · · · · · ·	ADDRESS. 393 E. Walnut Street - 2nd Floor (Legal)
1 1 1 2 2 1 3 3 4 5 5	(16. (1 7 : (18. (19. (3 10. E 11 .	
City: Pasadena	STATE: CA	ZIP CODE:	

Step 5: Certification of Assignment: I certify that this case is properly filed in the Central

District of the Superior Court of California, County of Los Angeles [Code Civ. Proc., §392 et seq., and Local Rule 2.3(a)(1)(E)].

		_
	1.100.20	2040
Datad.	June 28,	2018.

3) ~

PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:

- 1. Original Complaint or Petition.
- 2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
- 3. Civil Case Cover Sheet, Judicial Counciliorm CM-010.
- Civil Case Cover Sheet Addendum and Statement of Location form, LACIV 109, LASC Approved 03-04 (Rev. 02/16).
- 5. Payment in full of the filing fee unless there is court order for waiver, partial or scheduled payments.
- 6. A signed order appointing the Guardian ad Litem, Judicial Council form CIV-010, if the plaintiff or petitioner is a minor under 18 years of age will be required by Court in order to issue a summons.
- 7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

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LAGIV 109 (Rev 2/16)

CIVIL CASE COVER SHEET ADDENDUM
AND STATEMENT OF LOCATION

Local Rule 2.3

Page 4 of 4