

CALIFORNIA CIVIL RIGHTS DEPARTMENT

Discrimination In Services By A Business (Unruh)

This document is not your proof of submission. Complete the submission process within 30 days to initiate CRD review. After 30 days, all information provided will be erased from the CRD website.

Johnson / Kaiser Permanente

COMPLAINANT INFORMATION

Name: **GJuan Johnson**
Address: **1522 Hi Point Street, Unit 9**
City/State/Zip: **Los Angeles, CA 90035**
Telephone: **(323) 807-3099**
Mobile **(323) 807-3099**
Email: **tainmount@sbcglobal.net**

COMPLAINANT DEMOGRAPHIC INFORMATION

No Demographics

RESPONDENT AND CO-RESPONDENT(S)

Name	Address	Telephone	Mobile	Email
Kaiser Permanente	6401 Cadillac Avenue Los Angeles, CA 90034	(833) 574-2273		

DATES OF HARM

Most Recent Date of Harm: **1/3/2025**
Is the harm continuing?: **Yes**

Briefly describe the type of accommodations, advantages, facilities, privileges, or service you sought but were denied by the above referenced business establishment:

Around January 2024 I requested a letter from Kaiser asking for a reasonable accommodation from my housing provider and eventually from my employer. The letters requested would relate to my medical elements. I was a Kaiser patient as far back as 2007 so Kaiser would be well aware of my elements. I can't communicate my request in August September, October, November and December 2024 for the letters of reasonable accommodation. All the doctors and questions are aware that I am a Black African-American person because I have met with name doctors in person or by Zoom. The medical record held by Kaiser. Also states what my race is. The doctors have intentionally denied me the letters of reasonable accommodation. The doctors have arbitrarily denied me the letters of reasonable accommodation. I have established the link causal between the intent and the adverse action and the harm that has occurred to me because I do not have the letters a reasonable accommodation to give to my housing provider or give to my place of employment. I have been treated in an unequal treatment manner as the result of the Kaiser business practice. A violation of the underreact is a violation of my personal individual right. Kaiser employees have not given any legitimate business reason as to why I am being denied the letters requesting a reasonable accommodation. Kauser personnel I have spoken with

include Malixe Rivaz, Joanne Boyd, LVN, Jeffrey D Siegel MD., Celia Santos, Anna Zavala. I understand that Kaiser has a practice that they will provide on Kaiser ADA form and writing a list of my limitations or restrictions such form I could use to give to my housing provider or to my employer. The Kaiser personnel mentioned have not offered this service to me. I have asked that such firm be provided to me. Kaiser has also not made any effort to secure my medical record from previous doctors. I feel that this type of practice denies me continuity of care because I am Black African-American. My complaint is based on in person contact as well as video contact as well as written communications back-and-forth between myself and the respondents. I did advise Kaiser at some point that I would possibly be filing a civil rights complaint.

Following is a list of uploaded document(s)

Document Name	Update Date/Time
2024-12-31 To Kaiser Portal to ENT Juan	1/4/2025 19:27 PM
2024-11-25 Portal to ENT Juan	1/4/2025 19:28 PM
Do you need special accommodations? No	
Do you need a language Interpreter? No	

Appointment

Contact phone number: (323) 807-3099
Appointment date: 4/7/2025
Appointment hour: 1PM-2PM
Appointment status: New

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