Velikanje, Moore & Shore, P.S.

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P.O. Box 22550
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II. JURISDICTION AND VENUE

- 3. 28 U.S.C. § 1331 grants the District Court jurisdiction because Ms. Ramirez alleges that Olympic violated 42 U.S.C. § 2000e which creates civil causes of action arising under the laws of the United States.
- 4. The District Court has supplemental jurisdiction under 28 U.S.C. § 1367 over the state claims that are brought under Washington's law against discrimination, RCW 49.60, because a substantial federal question exists. Also, the state claims form part of the same case in controversy under the United State Constitution.
- 5. The Eastern District of Washington has venue under 28 U.S.C. § 1391(a) and (b) because Olympic resides in the jurisdiction and district.
- 6. Ms. Ramirez filed a claim with the Equal Employment Opportunity Commission (E.E.O.C.) on February 7, 2007, by filing through the Washington State Human Rights Commission. The filing was within 180 days of the discriminatory acts and the hostile work environment complaints. On April 30, 2007, the E.E.O.C. issued Ms. Ramirez a Right to Sue Letter. This complaint is filed within 90 days of Ms. Ramirez' receipt of the Notice of Right to Sue.

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III. FACTS

- 7. Ms. Ramirez began working as an insurance sales person for Sterling on May 1, 2006. Ms. Ramirez fluently speaks both Spanish and English.
- 8. She worked with approximately nine people in Sterling's Yakima office. Sterling employed more than 300 people during all of 2006.
- 9. Barbara Bloomfield was the field sales manager for the Sterling office in Yakima. She had authority to supervise and oversee all aspects of the Yakima office. Katrina Broth, the regional manager for Sterling, oversaw the Yakima office's operations.
- 10. During a training meeting in Spokane on August 25, 2006, a trainer made comments about Mexicans and immigration that Ms. Ramirez found offensive. The trainer said that a wall was going to be built and that when the Mexicans were thrown out there would be no problem. Ms. Ramirez complained to Ms. Broth about the comment after the meeting. In response, Ms. Broth told her that she needed to have a "tougher skin" and that Ms. Ramirez "didn't even look like those people." Ms. Ramirez was offended greatly by the comments.

- 11. On August 26, 2006, when Ms. Ramirez was returning from the Spokane training to Yakima, she learned from some coworkers that Ms. Bloomfield had told the Sterling receptionist who answered the telephone in the Yakima office not to give Ms. Ramirez any referrals of non-Hispanic customers who called the Yakima Sterling office for insurance services. The office receptionist was an important way to assign new callers to the different agents working in the office.
- 12. Ms. Ramirez is fluent in English and was willing and able to serve all customers, regardless of language or ethnicity. Because of Ms. Bloomfield's request, however, Ms. Ramirez did not receive an equal number of cold calls as the other sales agents in the Yakima office.
- 13. All of the agents to whom Ms. Bloomfield instructed that the non-Hispanic customers be sent were not Hispanic. Accordingly, Ms. Bloomfield segregated Ms. Ramirez's customers by national origin and refused to allow Ms. Ramirez to serve any non-Hispanic customers.
- 14. During the time that Ms. Ramirez worked at Sterling, Ms. Bloomfield directed to other sales people a substantial number of telephone calls that would have resulted in sales to Ms. Ramirez if she would have received an equal number of referrals of Caucasian clients. Ms. Ramirez

received a smaller number of referrals because the only group who Ms. Bloomfield referred to her were Hispanic clients.

- 15. Ms. Bloomfield's treatment damaged Ms. Ramirez by reducing the amount of commission she made because of the fewer referrals she received. Ms. Bloomfield's treatment of Ms. Ramirez was on the basis of race and national origin.
- 16. On September 9, 2006, Ms. Ramirez complained to Ms. Broth about the treatment she was receiving in Yakima from Ms. Bloomfield. Ms. Broth said that she could see that there had been some "cherry picking" of customers and that she would fix the situation by demoting Ms. Bloomfield.
- 17. When Ms. Bloomfield learned that she would be demoted, she said that she would quit instead of being demoted. In response to Ms. Bloomfield's threat to quit, Ms. Broth publicly asked Ms. Ramirez if that is what she wanted. She put Ms. Ramirez in the unreasonable position in which it appeared as though Ms. Ramirez was making the decision about whether Ms. Bloomfield was staying.
- 18. During a telephone conversation on September 7, 2007, with managers and sales people of Sterling present, Ms. Broth asked Ms. Ramirez to talk about the discriminatory incident with Mr. Bloomfield. Ms. Ramirez thought the request was inappropriate and out of context with the meeting.

- 19. Ms. Ramirez quit employment at Olympic on September 11, 2006, because she could not tolerate the tense, stressful environment in the office in which she worked.
- 20. Ms. Bloomfield's and Ms. Broth's treatment of Ms. Ramirez led to her constructive discharge. As a direct and proximate result of the segregation of Ms. Ramirez's duties because of her ethnicity and the constructive discharge, Ms. Ramirez has suffered lost commissions, and bonuses in the amount of \$18,100 or in such greater amount as will be prove at trial, lost benefits, and damages for emotional distress.
- 21. All of Ms. Bloomfield's conduct and Ms. Broth's conduct in dealing with Ms. Ramirez was in the direct scope and course of their employment for Olympic. Their conduct had a tangible effect on Ms. Ramirez's job.

V. 42 U.S.C. § 2000e-2(a)(1)

22. Ms. Ramirez is a member of a national origin minority group. Olympic is an employer pursuant to 42 U.S.C. 2000e. Olympic discriminated against Ms. Ramirez in terms of her working conditions by and through Ms. Bloomfield and Ms. Broth treating Ms. Ramirez differently because of her national origin. Ms. Bloomfield's and Ms. Broth's treatment of Ms. Ramirez was severe and pervasive and altered the terms of her working conditions.

Yakima, WA 98907 (**509) 248-6030**

 Their treatment of Ms. Ramirez was intolerable. As a direct result of the discrimination, Ms. Ramirez terminated her employment and was constructively discharged in violation of 42 U.S.C. § 2000e-2(a)(1).

- 23. Olympic's agent, Ms. Bloomfield, in the course and scope of her employment, segregated clients and prevented Ms. Ramirez from serving non-Hispanic clients. This deprived Ms. Ramirez of the opportunity to serve non-Hispanic clients on the basis of her national origin. As a result, it violated 42 U.S.C. § e-2(a)(2).
- 24. Olympic acted with reckless or intentional disregard of Ms. Ramirez's federally protected civil rights in violation of 42 U.S.C. § 1981a. As a result, Olympic is liable for punitive damages in an amount to be proven at the time of trial.
- 25. Ms. Ramirez has suffered special damages, including lost commissions, bonuses and benefits, damages for emotional distress, cost and attorney fees for violation of 42 U.S.C. § 2000e-2(a)(1) in an amount to be proven at the time of trial.

VI. 42 U.S.C. § 2000e-3 (a)

26. Ms. Ramirez was an employee of Olympic under 42 U.S.C. § 2000e when she complained to Olympic about Ms. Bloomfield's discriminatory

treatment of her in August, 2004 Olympic was an employer under 42 U.S.C. § 2000e-3(a). Ms. Ramirez was opposing a practice prohibited by 42 U.S.C. § 2000e-1 and 2 when she complained to Olympic. Olympic, by and through Ms. Broth, discriminated against Ms. Ramirez for the complaints that she made against Olympic in violation of 42 U.S.C. § 2000e-3(a).

- 27. Olympic acted with reckless or intentional disregard of Ms. Ramirez' federally protected civil rights in violation of 42 U.S.C. § 1981a when it publicized Ms. Ramirez's complaints in an inappropriate manner. As a result, Olympic is liable for punitive damages in an amount to be proven at the time of trial.
- 28. Ms. Ramirez has suffered special damages, including lost commissions, bonuses, benefits, damages for emotional distress, cost and attorney's fees for violation of 42 U.S.C. § 2000e-3(a) in an amount to be proven at the time of trial.

VII. RCW 49.60.180(3)

29. Olympic was an employer for purposes of RCW 49.60.180. Olympic discriminated against Ms. Ramirez in terms of her working conditions by and through Ms. Bloomfield and Ms. Broth, treating her differently because of her national origin. Ms. Bloomfield's and Ms. Broth's severe and pervasive

treatment of Ms. Ramirez on the basis of national origin created a hostile work environment for Ms. Ramirez. Furthermore, Olympic, through Ms. Bloomfield and Ms. Broth, discriminated against Ms. Ramirez and the terms and conditions of her employment in violation of RCW 49.60.180 (3) by constructively discharging her on the basis of national origin. Olympic is liable for Ms. Bloomfield's and Ms. Broth's conduct.

- 30. Olympic's agent Ms. Bloomfield, in the course and scope of her employment, segregated clients and prevented Ms. Ramirez from serving non-Hispanic clients. This deprived Ms. Ramirez of the opportunity to serve non-Hispanic clients on the basis of her national origin in violation of RCW 49.60.180(3).
- 31. As a direct result of the discrimination, Ms. Ramirez has suffered special damages, including lost commissions, bonuses and benefits, emotional distress, costs and attorney's fees in an amount to be proven at the time of trial.

VIII. RCW 49.60.210(1)

32. Olympic as an employer under RCW 49.60.210. Ms Ramirez complained to Olympic about Ms. Bloomfield's discrimination against her on the basis of race and national origin. Ms. Ramirez's complaints were protected by RCW 49.60.210(1). As a direct result of Ms. Ramirez's complaint about Ms.

Bloomfield, Ms. Broth subjected her to the harassment and embarrassment of making her complaints public, without any basis for doing so. Olympic is liable for Ms. Broth's conduct.

33. As a direct result of the retaliation, Ms. Ramirez has suffered special damages, including lost commissions, bonuses and benefits, emotional distress, costs and attorney's fees in an amount to be proven at the time of trial.

IX. DEMAND FOR JURY

34. Ms. Ramirez demands a jury trial pursuant to Fed. R. Civ. P. 38.

WHEREFORE, Ms. Ramirez prays for relief against Olympic Health

Management Systems, Inc., as follows:

- 1. For damages pursuant to 42 U.S.C. § 2000e-5 and 42 U.S.C. § 1981a against Olympic for lost commissions and bonuses in the amount of \$18,100 or such other amount as will be proven at trial, for lost benefits, emotional distress, punitive damages, income tax effect, attorney's fees and costs because of the discrimination, retaliation and constructive discharge against Ms. Ramirez and her termination on the basis of national origin.
- 2. For damages under RCW 49.60.030(2) against Olympic for lost commissions and bonuses in the amount of \$18,100 or such other amount as will be proven at trial, for lost benefits, emotional distress, income tax effect,

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attorney's fees and costs because of Olympic's violation of RCW 49.60.180(3) and RCW 49.60.210(1) on the basis of Ms. Ramirez's national origin.

3. For such other and further relief as the court may deem just and equitable.

Dated this <u>2675</u> day of June, 2007.

VELIKANJE, MOORE & SHORE, P.S. Attorneys for Plaintiff

Kevan T. Montoya, WSBA 19212

VERIFICATION

I hereby certify under the penalty of perjury of the laws of the United States of America that the following is true and correct:

That I am the plaintiff above-named; that I have read the foregoing Complaint for Damages and Demand for Jury Trial, know the contents thereof, and believe the same to be true.

Dated this 2674 day of June, 2007.

EVA RAMIREZ

CIVIL COVER SHEET

CV-07-3044-EFS

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

. (a) PLAINTIFFS	DEFENDANTS								
Eva A. Ramirez				Olympic Health Management Systems, Inc.					
Lva A. Raimicz	Orympic ricatin management systems, inc.								
(b) County of Residence of First Listed Plaintiff Yakima (EXCEPT IN U.S. PLAINTIFF CASES)				County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED.					
(a) 1 1 1	Attornava (IFV noun)								
(c) Attorney's (Firm Name, Address, and Telephone Number) Velikanje, Moore & Shore, P.S.				Attorneys (If Known)					
405 East Lincoln									
I. BASIS OF JURISD	Yakima, WA 98901		III. CI	TIZENSHIP O	F PR	INCIPA	L PARTIES	(Place an "X" in	One Box for Plaintiff
1 U.S. Government V3 3 Federal Question (U.S. Government Not a Party)				(For Diversity Cases Only) PTF DEF Citizen of This State PTF DEF Incorporated or Principal Place of Business In This State					
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Defendant	(Indicate Citizenshi	p of Parties in Item III)				of Business In Another State			
				en or Subject of a reign Country		5 3	Foreign Nation		
V. NATURE OF SUIT	(Place an "X" in One Box Onl	у)							
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110 Insurance 120 Marine 130 Miller Act 140 Negotiable Instrument 150 Recovery of Overpayment & Enforcement of Judgment 151 Medicare Act 152 Recovery of Defaulted Student Loans (Excl. Veterans) 153 Recovery of Overpayment of Veteran's Benefits 160 Stockholders' Suits 160 Stockholders' Suits 190 Other Contract 195 Contract Product Liability 196 Franchise REAL PROPERTY 210 Land Condemnation 220 Foreclosure 230 Rent Lease & Ejectment 240 Torts to Land 245 Tort Product Liability 290 All Other Real Property	PERSONAL INJURY 310 Airplane 315 Airplane Product Liability 320 Assault, Libel & Slander 330 Federal Employers' Liability 340 Marine 345 Marine Product Liability 350 Motor Vehicle 355 Motor Vehicle Product Liability 360 Other Personal Injury CIVIL RIGHTS 441 Voting 442 Employment 443 Housing/ Accommodations 444 Welfare 445 Amer. w/Disabilities - Employment 446 Amer. w/Disabilities - Other 440 Other Civil Rights	PERSONAL INJUR 362 Personal Injury Med. Malpractice Med. Malpractice 365 Personal Injury Product Liability 368 Asbestos Personal Injury Product Liability PERSONAL PROPER 370 Other Fraud 371 Truth in Lending 380 Other Personal Property Damage Product Liability PRISONER PETITIO 510 Motions to Vaca Sentence Habeas Corpus: 530 General 535 Death Penalty 540 Mandamus & Ot 550 Civil Rights 555 Prison Condition	CTY	10 Agriculture 20 Other Food & Drug 25 Drug Related Seizu: of Property 21 USC 30 Liquor Laws 40 R.R. & Truck 50 Airline Regs. 60 Occupational Safety/Health 90 Other LABOR 10 Fair Labor Standard Act 20 Labor/Mgmt. Relati 30 Labor/Mgmt.Repor & Disclosure Act 40 Railway Labor Act 90 Other Labor Litigat 91 Empl. Ret. Inc. Security Act	ds Consisting Continue Continu	PROPEI 1 820 Copy 1 830 Pater 1 840 Trade SOCIAL 1 861 HIA 1 862 Blace 1 863 DIW 1 864 SSID 1 865 RSI 0 1 865 RSI 0 1 870 Take or De 1 871 IRS-	RTY RIGHTS rrights at emark SECURITY (1395ff) k Lung (923) C/DIWW (405(g)) D Title XVI	410 Antitut 430 Banks 450 Comm 460 Depon 470 Racket Corrup 480 Consu 490 Cable/ 810 Selecti Exchan 875 Custor 12 USC 890 Other 891 Agrict 892 Econo 893 Envir 894 Energ 895 Freed Act 900Appeal	and Banking herce tation teer Influenced and t to Organizations here Credit (Sat TV ive Service hites/Commodities/ hee here Challenge C 3410 Statutory Actions here Challenge C tabilization Act connental Matters y Allocation Act om of Information I of Fee Determination Equal Access hite hites/Commodities/ here Commodities/ here C and here here here C and here here here C and here here here here here here here here
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INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint iled. The attorney filing a case should complete the form as follows:

- (a) Plaintiffs-Defendants. Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only he full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, he county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting n this section "(see attachment)".
- II. Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.C.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.

United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here.

Jnited States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box.

Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box I or 2 should be marked.

Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the lifferent parties must be checked. (See Section III below; federal question actions take precedence over diversity cases.)

- **III. Residence (citizenship) of Principal Parties.** This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit. Place an "X" in the appropriate box. If the nature of suit cannot be determined, be sure the cause of action, in Section VI below, is sufficient to enable the deputy clerk or the statistical clerks in the Administrative Office to determine the nature of suit. If the cause fits more than one nature of suit, select he most definitive.
- V. Origin. Place an "X" in one of the seven boxes.

Original Proceedings. (1) Cases which originate in the United States district courts.

Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.

Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.

Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date.

Γransferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict itigation transfers.

Multidistrict Litigation. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407. When this box s checked, do not check (5) above.

Appeal to District Judge from Magistrate Judgment. (7) Check this box for an appeal from a magistrate judge's decision.

- VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes inless diversity.

 Example:
 U.S. Civil Statute: 47 USC 553
 Brief Description: Unauthorized reception of cable service
- VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P.

Demand. In this space enter the dollar amount (in thousands of dollars) being demanded or indicate other demand such as a preliminary injunction.

lury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.

VIII. Related Cases. This section of the JS 44 is used to reference related pending cases if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.