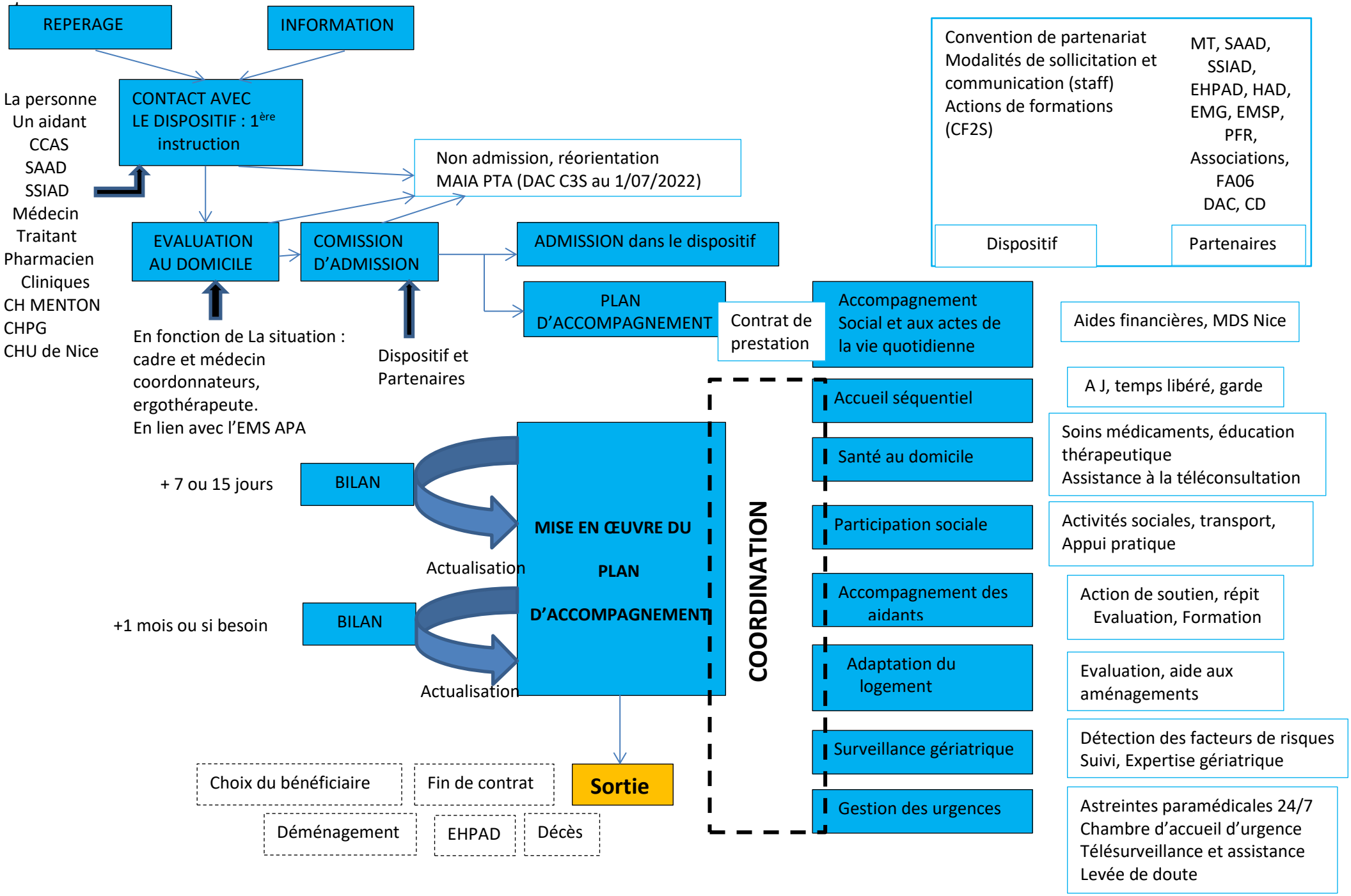MODALITES D'INTERVENTIONS ET D'ORGANISATION PROPOSEES (services/parcours/outils)