



City of Hamilton
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
COMMITTEE

Meeting #: 19-005
Date: June 11, 2019
Time: 4:00 p.m.
Location: Room 192 and 193, City Hall
71 Main Street West

Alicia Davenport, Legislative Coordinator (905) 546-2424 ext. 2729

1. APPOINTMENT OF CHAIR AND VICE-CHAIR

2. APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with *)

3. DECLARATIONS OF INTEREST

4. APPROVAL OF MINUTES OF PREVIOUS MEETING

4.1 May 14, 2019

5. COMMUNICATIONS

5.1 Correspondence from Jamie McGarvey, AMO President, in Response to the Mayor's Letter respecting Council's Resolution Requesting Support for a Pilot Program for the City of Hamilton to Meet AODA Requirements and to Prioritize Accessibility Priorities in

Canada and Ontario Infrastructure Programs (referred from Council - May 8 & 9, 2019)

Recommendation: Be received.

6. DELEGATION REQUESTS

7. CONSENT ITEMS

7.1 Transportation Working Group Meeting Notes - April 30, 2019

8. PUBLIC HEARINGS / DELEGATIONS

9. STAFF PRESENTATIONS

9.1 Orientation for the Advisory Committee for Persons with Disabilities (no copy)

*9.1.a Added Presentation

9.2 Media Best Practices

10. DISCUSSION ITEMS

10.1 Establishment of Working Group Memberships (no copy)

Committees can create working groups or task forces to assist in the research or review of a given item and it reports its findings back to the Committee. A working group is normally comprised of Committee Members, however, when required, volunteers may be called upon for their expertise to assist a working group by providing required information. Working groups operate by consensus and formal motions are not required. Administrative support shall not be available to working groups and consequently, the preparation of agendas, minutes and meeting requirements shall be the responsibility of the working group, if required. Support staff shall not be required to attend working group meetings (excerpt from the Advisory Committee Handbook, September 2018 edition).

10.1.a Built Environment Working Group

10.1.b Housing Issues Working Group

10.1.c Outreach Working Group

10.1.d Transportation Working Group

10.1.e Wheelchair and Scooter Safety Working Group

10.2 Advisory Committee for Persons with Disabilities Budget (no copy)

10.3 Appointment of Greater Toronto and Hamilton Area Accessibility Advisory Committee (GTHA AAC) Representative (no copy)

*10.4 Notice of Ministry Training Webinar for Municipal Accessibility Advisory Committees

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

Minutes 19-004

4:00 p.m.

Tuesday, May 14, 2019

Rooms 192 and 193, City Hall

71 Main Street West

Present: A. Mallet (Chair), P. Kilburn (Vice-Chair)
P. Cameron, J. Cardno, T. Manzuk, T. Murphy, A.
Nicolls, K. Nolan, B. Semkow, M. Sinclair

Absent

with regrets: Councillor T. Whitehead – City Business, P. Lynes, T.
Nolan, T. Wallis

FOR INFORMATION:

(a) CEREMONIAL ACTIVITIES (Item 1)

There were no ceremonial activities

(b) CHANGES TO THE AGENDA (Item 2)

The Clerk advised the Committee that there was a change to the agenda:

7. CONSENT ITEM

7.2 Housing Issues Working Group Update

**Advisory Committee for Persons with Disabilities
Minutes 19-004**

**May 14, 2019
Page 2 of 3**

7.2(a) March 19, 2019

(Kilburn/Semkow)

That the agenda for the May 14, 2019 meeting of the Advisory Committee for Persons with Disabilities be approved, as amended.

CARRIED

(c) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

(d) APPROVAL OF MINUTES (Item 4)

(i) April 9, 2018 (Item 4.1)

(Semkow/Cardno)

That the minutes of the March 12, 2018 meeting of the Advisory Committee for Persons with Disabilities, be approved, as presented.

CARRIED

(e) CONSENT ITEMS (Item 7)

(i) Built Environment Working Group Update (Item 7.1)

(K. Nolan/Murphy)

That M. Sinclair, Paula Kilburn and Tom Manzuk continue to participate in the Audible Pedestrian Signal Video Project, and into the next term.

CARRIED

(ii) Housing Issues Working Group Notes (Item 7.2)

1. March 19, 2019 (Item 7.2(a))

(Nolan/Kilburn)

That the Housing Issues Working Group Meeting Notes of March 19, 2019, be received.

CARRIED

(iii) Transportation Working Group Update (Item 7.3)

1. March 19, 2019 (Item 7.3(a))

(Wallis/K. Nolan)

That the Transportation Working Group Notes of March 26, 2019, be received.

CARRIED

(iv) Wheelchair and Scooter Safety Working Group Update (Item 7.4)

No update.

(f) ADJOURNMENT (Item 15)

(Murphy/Semkow)

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 4:45 p.m.

CARRIED

Respectfully submitted,

A. Mallet, Chair
Advisory Committee for Persons
with Disabilities

Loren Kolar
Legislative Coordinator
Office of the City Clerk

Sent by e-mail: clerk@hamilton.ca

May 2, 2019

Mayor Fred Eisenberger
City of Hamilton
c/o Rose Caterini, City Clerk
71 Main Street West, 1st Floor
Hamilton, Ontario L8P 4Y5

Dear Mayor Eisenberger:

I am writing today about your city's letter of March 13, 2019 regarding a 2018 Council resolution requesting support for a pilot program for the City of Hamilton to meet *Accessibility for Ontarians with Disabilities Act* (AODA) requirements and to prioritize accessibility priorities in the Canada and Ontario infrastructure programs.

We know that municipal governments across Ontario, including Hamilton, support the goals of the AODA. However, AMO has also heard from many of our members about the challenge they face to afford compliance with the legislation and regulations within the provincially imposed timelines. We all know that municipal governments face mounting financial pressures on a number of fronts including municipal infrastructure and the rising costs of insurance, policing, fire and emergency medical services, to name a few. Accessibility goals should be achievable in a way that recognizes these cumulative pressures.

AMO has repeatedly called upon successive provincial governments to address the high cost of implementation by supporting municipalities through financial and non-financial assistance. Financial assistance from the provincial government should include a funding pool to help municipal governments, at the very least, to contract consultants to conduct accessibility assessments and to project the costs of compliance. Further funding to help cost-share capital projects, particularly to meet compliance with the Built Environment Standard, is also needed. A provincial funding source will help us achieve compliance as per the provincially set timelines. To date, a dedicated provincial stream has not been established.

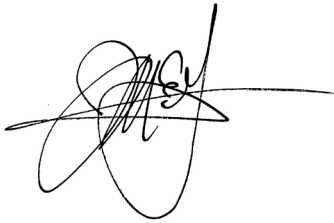
The current Canada-Ontario Infrastructure programs require that projects meet the accessibility standards set in each province. In Ontario, that means that projects must conform to the AODA. While there is no distinct stream that gives priority to accessibility projects, costs to ensure that new infrastructure projects selected within the Agreement's streams are covered as part of the capital costs shared between Canada, Ontario, and the municipal government. This will ensure that new projects in

Hamilton meet compliance with accessibility standards. As well, the doubling of funding for the Federal Gas Tax program administered by AMO provides a further opportunity for the City to direct funds toward ensuring projects are AODA compliant.

We do not believe that a new stream should be added to the existing federal-provincial infrastructure programs as it will dilute existing funding available for municipal priorities. Instead, we will continue to call upon the Province to establish a dedicated fund for municipal accessibility projects in addition to the Canada-Ontario Infrastructure programs.

Thank you for raising your AODA concerns with us. We will continue to advocate for new dedicated funding for accessibility projects for all municipal governments.

Sincerely,

A handwritten signature in black ink, appearing to read 'JMCG', with a long horizontal line extending to the right.

Jamie McGarvey
AMO President

Transportation Working Group
 Advisory Committee for Persons with Disabilities
 Tuesday, April 30, 2019
 Room 193, City Hall

Members in Attendance:

Paula Kilburn (Chair), Terri Wallis (Vice-Chair), Aznive Mallett, Tom Manzuk, Tim Murphy, Alan Nicolls, Kim Nolan, Tim Nolan, Robert Semkow

Also Present:

Peter Wobschall, Jay Adams, Owen Quinn, Mark Mindorff, Kathy McVicars

Regrets/Absent:

Elizabeth (Jane) Cardno

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda – with additional items:**
 - HSR Electric buses
 - UBER
2. **Review of Meeting Notes – March 26th** – approved
3. **Taxi Scrip Program**
 - Jay Adams, Senior Project Manager – HSR Customer Experience, gave overview of proposed new Taxi Scrip coupons and noted following:
 - Two proposed approaches for design: 1) actual people (Canadians including persons from Hamilton) who had disability or were advocates for people with disabilities; and 2) different representations of people with disabilities (i.e. person in wheelchair or person with service animal)
 - Holes to be punched in top right corner – one hole in \$1 coupon, two holes in \$2 coupon and 3 holes in \$5 coupon
 - Colour scheme – green for \$1, yellow for \$2 and blue for \$5
 - Order form would be at back of coupon book
 - HSR logo to be added to coupons (since an HSR-City service)
 - Coupons are printed every 1 to 1½ years so design could change
 - Next print order will be June of 2019
 - Members had following comments:

- Order form should have perforation so it's easier to be removed from coupon book
- Yellow not good colour to use; colours should be dark and vivid (i.e. Hunter Green, Navy Blue, Dark Red like Burgundy)
- Colours should be same for each denomination (\$1 green, \$2 red, \$5 blue)
- Instead of actual people on coupons use generic images of persons with disabilities in positive way or symbols of accessibility
- Perhaps coupons could contain art work from persons with disabilities or pictures of local (Hamilton) landmarks
- Only small audience for Taxi Scrip which is persons with disabilities and taxi drivers, so design on coupons is not a significant matter; passengers will not spend too much time looking at design but rather the monetary value of coupon
- There could be a contest held for design of coupons

4. **HSR Service**

a) HSR Electric buses

- Peter noted that HSR is looking to purchase electric buses and that maintenance staff are testing them at current time
- Tim N. advised HSR may want to run electric buses both below and above the escarpment only; should prevent these vehicles from going up and downhill as it may be challenging on them (i.e. battery issues)
- Aznive inquired about cost difference between electric and fuel buses; Peter did not have exact figures but noted electric buses cost more

5. **DARTS Service**

a) On Board Times (information handouts were provided)

- Mark noted that 3% of trips result in passenger being on board vehicle more than 60 minutes

b) Late Pick-ups

- DARTS and subcontractors on-time for 88% trips (within pick-up window)

c) Complaints

- DARTS and subcontractors had 97 validated complaints for March

d) Trips

- DARTS and subcontractors performed 72,000 trips in March
- DARTS about 92% non-ambulatory (wheelchair); overall service is approximately 20% non-ambulatory trips

- Tom noted AODA legislation has resulted in increase of ambulatory trips
 - Mark stated Hamilton has highest specialized transit trips per capita in Canada (1.4 trips per capita)
- e) Cross-boundary Travel
- Mark noted DARTS are receiving many requests from passengers living in Burlington who need access to DARTS service
6. **AODA Integrated Accessibility Standards** – no discussion
7. **ATS-DARTS Policy Review**
- a) No Show & Cancellation Policy
- Peter reiterated original policy approved by Council in 2005
 - ATS-DARTS will target passengers with high cancellations
 - Additional ATS staff are to be hired during next 6 to 8 weeks; this will ensure sufficient staff are available to enforce the cancellation policy
- b) City Lab Project
- City Lab project has started; research team will review service animal policies for transportation from Ontario, Canada, U.S.A and globally
 - Research should be completed by August of 2019, so team could be invited to ACPD to present findings
8. **Other Business**
- a) Greater Toronto Hamilton Area (GTHA) Advisory Committee Roundtable
- Event is scheduled for May 14th at Toronto City Hall; Terri could attend
- b) UBER
- Aznive inquired if UBER provides service for persons with disabilities
9. **Next Meeting** – To Be Determined



Hamilton

**Creating and Maintaining a Respectful &
Supportive Workplace**

Volunteer Advisory Committee Orientation

IT STARTS WITH YOU!



Hamilton

Human Rights and Diversity

- Jodi Koch, Director, Talent & Diversity
 - Email: Jodi.Koch@hamilton.ca Ext. 3003
- Jessica Bowen, Supervisor, Diversity and Inclusion
 - Email: Jessica.Bowen@hamilton.ca Ext. 5164
- Betsy Pocop, Human Rights Specialist,
 - Email: Betsy.Pocop@hamilton.ca Ext. 6419
- Cole Gately, Diversity and Inclusion Facilitator
 - Email: Cole.Gately@Hamilton.ca Ext. 6314

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Hamilton

Learning Outcomes

By the end of this session, you will:

- Know the City's expectations of acceptable, respectful behaviour in the workplace
- Understand that there are policies and procedures in place to address harassment & discrimination issues
- Review the AODA Customer Service Standard

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Corporate Policies

- Harassment & Discrimination Prevention Policy (includes Sexual Harassment)
- Personal Harassment Prevention Policy
- Harassment & Discrimination Resolution Procedures

The Ontario Human Rights Code Protects Against 17 Grounds of Discrimination

IT STARTS WITH YOU!

<p>Race</p> <ul style="list-style-type: none"> • Race is the one construct that we are all assigned 	<p>Creed</p> <ul style="list-style-type: none"> • Includes religion 	<p>Receipt of Public Assistance</p> <ul style="list-style-type: none"> • Govt. financial assistance 	<p>Sex</p> <ul style="list-style-type: none"> • Includes pregnancy 	<p>Disability</p> <ul style="list-style-type: none"> • Visible and invisible
<p>Citizenship</p> <ul style="list-style-type: none"> • Refers to citizenship status 	<p>Marital Status</p> <ul style="list-style-type: none"> • Same sex marriage 	<p>Place of Origin</p> <ul style="list-style-type: none"> • Place of birth 	<p>Ancestry</p> <ul style="list-style-type: none"> • Line of descent 	<p>Family Status</p> <ul style="list-style-type: none"> • Single/elderly parents • Parent/child
<p>Record of Offences</p> <ul style="list-style-type: none"> • Pardoned – some exceptions 	<p>Sexual Orientation</p>	<p>Ethnic Origin</p> <ul style="list-style-type: none"> • All of us have an ethnicity 	<p>Color</p> <ul style="list-style-type: none"> • Skin color 	<p>Age</p> <ul style="list-style-type: none"> • Birth date
<p>Gender Identity</p> <ul style="list-style-type: none"> • is each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. 		<p>Gender Expression</p> <ul style="list-style-type: none"> • is how a person publicly presents their gender. 		



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Hamilton

What is Harassment?

- One or a series of “vexatious” comments or conduct that is known, or ought reasonably to be known to be unwelcome or unwanted
- Vexatious means without cause or excuse, distressing, provocative etc.
- Can be offensive, intimidating, hostile or inappropriate, based on the prohibited grounds
- Can create a poisoned work environment

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Examples of Harassment

- Racial, ethnic, religious, or gender-based slurs
- Unwelcome remarks, jokes, taunts related to any of the prohibited grounds
- Inappropriate comments regarding someone's sexual orientation, gender identity or gender expression
- Displays of racist or offensive material (i.e. graffiti)
- Behaviour or language which reinforces stereotypes
- Negative comments or conduct towards someone because of their pregnancy or disability
- Accessing, displaying, transmitting or storing (on City's computer network) material in violation of federal/provincial law or City by-law, or harassment prevention policies

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What is Discrimination?

- Differential treatment of an individual or group of individuals which is based on a prohibited ground
- Can have an adverse impact on an individual or group of individuals
- May be intentional or unintentional

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10 Common Forms of Discrimination

Discrimination happens in many ways. The Ontario Human Rights Commission identifies at least ten types of discrimination that can happen:

1. **Direct/Individual:** A discriminatory action from one person to another.
2. **Association:** A discriminatory action against a person because of their relationship with a person who is a member of a Code-protected group.
3. **Indirect/Constructive:** Non-discriminatory actions have a discriminatory effect, even though the actions are not discriminatory.
4. **Reprisal:** Punishment of a person because they have tried to enforce their Code-based rights.
5. **Poisoned Environment:** An environment that has become hostile and unwelcoming as a result of discriminatory behaviours.

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10 Common Forms of Discrimination

6. Competing Rights: Circumstances where two or more grounds of discrimination are in conflict with each other.
7. Systemic/Institutional: “Patterns of behaviour, policies that are part of the structures of an organization, and which create disadvantage for [marginalized] persons.” (Ontario Human Rights Commission)
8. Racial Profiling: “Racial profiling is making assumptions about an individual because they belong to a specific racial group.” (Ontario Human Rights Commission)
9. Subtle: Discrimination that may not be obvious and that may occur through hints, inferences and gestures.
10. Harassment: Unwanted behaviours that are known or ought reasonably be known to be unwanted.

Personal Harassment

- Defined in the Occupational Health and Safety Act - Engaging in a course of vexatious comment or conduct against a worker, in a workplace, that is known or ought reasonably to be known to be unwelcome
- A pattern of inappropriate behaviour that does not violate the prohibited grounds in the OHRC, but is covered under OHSA
- Can make a person feel uncomfortable, embarrassed, offended or intimidated and can be offensive



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Examples of Personal Harassment

- Ongoing condescending comments, repeated offensive gestures or comments
- Spreading malicious rumours, gossip, or innuendo.
- Excluding or isolating someone socially
- Undermining or deliberately impeding a person's work
- Constantly changing work guidelines
- Withholding necessary information or purposefully giving the wrong information.
- Yelling or using profanity.
- Criticising a person persistently or constantly.
- Belittling a person's opinions.
- Blocking applications for training, leave or promotion.
- Tampering with a person's personal belongings or work equipment.

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Resolution Procedures

- Complainants and Respondents have the right to confidential, unbiased advice from the Human Rights Specialist
- Only the Human Rights Specialist can formally investigate complaints
- If you are aware of a potential complaint, contact the Human Rights Specialist immediately

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COMPLAINTS MADE TO HUMAN RIGHTS SPECIALIST

Attempts at resolution may include:

1. Informal Resolution
2. Alternative Dispute Resolution
3. Investigation

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You should also know...

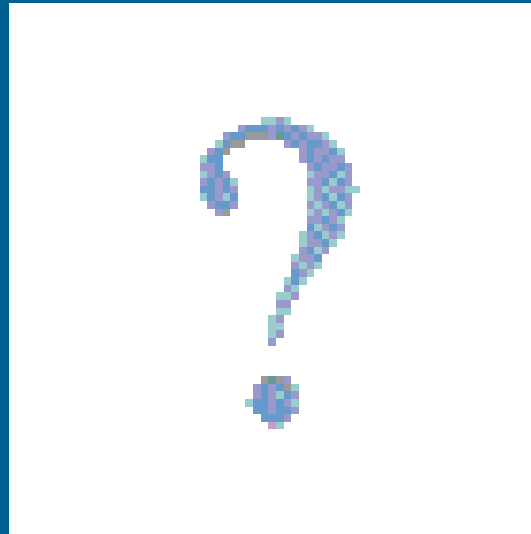
- Compliance (everyone is covered!)
- Reprisals
- Defining the workplace
- Trivial or Frivolous Complaints
- **CONFIDENTIALITY**

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Hamilton

QUESTIONS?





ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

Tuesday, June 11, 2019

1. Understanding your role
2. Non-verbal communication
3. Who are the media and communicating your point of view
4. Newsworthy stories
5. Meeting needs of the media
6. Communication tips



- Communicating your point of view as a **resident**
- Sharing feedback on the needs and aspirations of residents
- Promoting good citizenship and active engagement in your City



Who are the media?

Communicating your point of view with key messages and elevator speech

What?

So What?

Now What?



Non-verbal communication

A NEWSWORTHY STORY

- Relevant
- Timely
- Impactful
- Topical



Meeting the needs of the media



SOCIAL MEDIA





Hamilton

THANK YOU

Subject: Notice of Webinar for Municipal AACs/Avis de webinaire à l'intention des CCA

From: Ministry for Seniors and Accessibility <aoda.events@ontario.ca>

Sent: June 6, 2019 3:44 PM

To: clerk@hamilton.ca

Subject: Notice of Webinar for Municipal AACs/Avis de webinaire à l'intention des CCA

Le message en français suit le message en anglais

Attn: Municipal Clerk

Please distribute this information to your AAC committee members.

RE: Notice of Ministry Training Webinar for Municipal Accessibility Advisory Committees

As a continuation of our Accessibility Advisory Committee (AAC) outreach strategy, the Ministry for Seniors and Accessibility is pleased to offer the second webinar series intended to provide an overview of the province's Design of Public Spaces Standards, as well as review best practices regarding site planning for AAC members. These webinars are tailored for Ontario's AAC members, Municipal Clerks, and other interested municipal staff.

The webinars are scheduled for:

- **June 27, 2019 (2p.m. to 3p.m.)**
- **July 4, 2019 (1p.m. to 2p.m.)**

The webinars will last 1 hour each and will include a short overview of the Integrated Accessibility Standards Regulation's "Design of Public Spaces Standards," followed by a presentation by a guest speaker involved in the process of municipal site planning.

As before, we encourage AAC members and municipal staff to access the "Making Accessibility Happen – Your guide to serving on the Municipal Accessibility Advisory Committee" for more information relevant to the roles and responsibilities of committee members. You can access an html version of the guide at: [How to serve on a municipal accessibility advisory committee: Guide](#).

We would like to ensure that every individual that is interested in learning about these topics has an opportunity to do so. With this in mind, and due to software limitations regarding the number of attendees, we encourage your cooperation in gathering interested participants in one room and logging in using a **single Adobe Connect account**.

Please register yourself or your group using the following Eventbrite link:

<https://www.eventbrite.ca/e/accessibility-advisory-committee-101-design-of-public-spaces-and-site-planning-tickets-62014949383>

Registered participants will receive an Adobe Connect meeting link in advance of the session. Webinar materials will be available in both French and English and can be requested following the completion of the webinar series.

If you have any questions, have accommodation needs, or require materials in an alternate format, please feel free to reach out to the ministry directly by contacting Tea Pesheva at tea.pesheva@ontario.ca.

Thank you and we look forward to your participation!

Confidentiality Warning: This e-mail contains information intended only for the use of the individual named above. If you have received this e-mail in error, we would appreciate it if you could advise us by responding to this e-mail, and please destroy all copies of this message. Thank you.

À l'attention de : Greffiers municipaux

Veillez distribuer ces renseignements aux membres de votre comité consultatif de l'accessibilité (CCA)

Objet : Avis de webinaire de formation du ministère à l'intention des comités consultatifs de l'accessibilité municipaux

Dans la continuité de sa stratégie d'information à l'intention des comités consultatifs de l'accessibilité (CCA), le ministère des Services aux aînés et de l'Accessibilité est heureux d'offrir la deuxième série de webinaires visant à fournir un aperçu des normes pour la conception des espaces publics de la province, ainsi qu'un examen des pratiques exemplaires concernant la planification de sites pour les membres des CCA. Ces webinaires sont conçus pour les membres des CCA de l'Ontario, les greffiers municipaux et d'autres employés municipaux intéressés.

Les webinaires auront lieu:

- **le 27 juin 2019 (14 h 00 à 15 h 00)**
- **le 4 juillet 2019 (13 h 00 à 14 h 00)**

Les webinaires dureront une heure chacun et incluront un bref aperçu des « Normes pour la conception des espaces publics » du Règlement sur les normes d'accessibilité intégrées, suivis d'une présentation d'un conférencier invité participant au processus de la planification des sites municipaux.

Comme auparavant, nous encourageons les membres des CCA et les employés municipaux à accéder au guide « Franchir l'accessibilité – Votre guide pour siéger à un comité consultatif de l'accessibilité municipal » pour de plus amples renseignements concernant les rôles et responsabilités des membres de ces comités. Vous pouvez également avoir accès à une version HTML du guide à l'adresse : [Comment siéger à un comité consultatif de l'accessibilité municipal: Guide.](#)

Nous voulons nous assurer que chaque personne qui désire se renseigner sur ces sujets ait l'occasion de le faire. Dans cette optique, et en raison des limitations logicielles concernant le

nombre de participants, nous demandons votre collaboration afin de réunir les participants intéressés dans une même pièce et d'ouvrir une session à l'aide d'un **compte unique Adobe Connect**.

Veillez vous inscrire, vous ou votre groupe, à l'aide du lien Eventbrite suivant: <https://www.eventbrite.ca/e/accessibility-advisory-committee-101-design-of-public-spaces-and-site-planning-tickets-62014949383>

Les participants inscrits recevront un lien Adobe Connect pour la réunion avant la session. La documentation du webinaire sera offerte en français et en anglais, et vous pouvez la demander après avoir participé à la série de webinaires.

Si vous avez des questions ou si vous avez besoin de mesures d'adaptation ou de documentation sur un support de substitution, n'hésitez pas à communiquer directement avec le ministère en écrivant à Tea Pesheva à l'adresse tea.pesheva@ontario.ca.

Nous vous remercions et nous nous réjouissons de votre participation!

Avis de confidentialité – Le présent courriel renferme des renseignements destinés exclusivement aux personnes dont le nom figure ci-dessus. S'il vous a été envoyé par erreur, nous vous prions de nous en aviser en y répondant. Nous vous prions aussi de détruire ce message et toute copie de celui-ci. Merci