

## Cesca Piano Service Covid 19 Protocols

I am now scheduling piano service appointments as I continue to follow social distancing guidelines outlined by the CDC, city and state. Call or email for more information. See below for mitigation and prevention protocols that you and I must follow to ensure that we are both kept safe. These protocols will remain in place until further notice.

### Before I arrive:

1. If anyone in the household is sick or has any cold or flu-like symptoms, please call to reschedule. If anyone in the household has tested positive for COVID-19 or is currently under quarantine because of suspected exposure please reschedule when the quarantine period is over (typically, at least two weeks). If you are symptomatic then wait until you have been without any symptoms for at least 7 days. I will do the same. There will be no late cancellation charges. I take my own temperature and check for symptoms prior to each appointment.
2. Stop piano use at least an hour before I arrive, remove all objects from the top of the piano. You may use an alcohol based product with at least 62% ethanol or quaternary ammonium disinfecting wipes on plastic keys. Any other key top materials, or if you have questions about product safety for use on the piano contact me directly. Do not spray directly on the keys if using a liquid disinfectant. Spray the product on a disposable towel first then wipe the keys with the towel. If you are not comfortable cleaning the surfaces I will do it when I arrive anyway.
3. If possible, the room should be ventilated with outside air for at least an hour and during the time I am there. Note that continuous ventilating of the room after the piano is tuned can create some tuning instability.
4. If you know of specific issues other than tuning that need to be addressed please advise me in advance so I can be sure to bring what I need, schedule adequate time and avoid having to book a follow up appointment.

### While I'm there:

1. I clean the high touch areas before and after my work along with any tools that I use. I carry my own products. If the piano is a grand piano and you wish to remove the music desk and open the lid before I get there, that's fine but not necessary. If you're not comfortable with removing the parts or opening the lid don't worry about it, I can deal with it when I arrive.
2. Please provide me with access to a clean bathroom, sink and paper towels for my use if needed. Ventilate the room by exhaust fan or open window if possible. If you don't have paper towels I will have my own. If there is no bathroom access let me know in advance.
3. **IMPORTANT: Please maintain social distancing of 6' and wear a mask when you come to the door and while we are interacting.** I will wear a mask for the duration of my work. I don't wear gloves generally for this work as I am frequently disinfecting my hands and would have to disinfect or dispose of gloves after each use.
4. Please keep children and pets out of the area while I am working.

**After I depart:**

1. You may wipe down the keys again as a precaution but I do disinfect them when I am done. Just as a precaution I recommend that the room where I am working remain ventilated and not be put back in use for at least an hour.
2. Payment by cash or check is fine. I don't accept any other electronic payment methods, paypal or credit cards at this time. Payment is due upon completion of work.

**My goal is to minimize risk and ensure that both you and I are protected. Your cooperation is appreciated. If I feel the environment is not conducive to you and me maintaining proper distancing or observing safety protocols I will suggest we reschedule. If you have any concerns please let me know in advance. Minimizing contact between us is the best and safest route.**

**The information on information risk is always changing and I try and keep up. I found this article useful in understanding infection risk.**

**<https://erinbromage.wixsite.com/covid19/post/the-risks-know-them-avoid-them?fbclid=IwAR0TNZyVxNyDq7RuecsKZnAjdGaIrEvtf6rm37WOzDelhCqSaantzNZigyU>**

**Be well, be safe and don't hesitate to contact me with any questions or concerns.**

**Thank you,**

**David**

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