

COVID-19 - GOOD PRACTICE GUIDE

for music stores / instrument making workshops

These recommendations are made on the basis of current knowledge and for the duration of the COVID crisis.

Edit 14/07/2020 - Sources : CSFI - ITEM - Makers - Ministère du Travail (French Ministry of Labour)



 **CSFI**
AU SERVICE DE LA MUSIQUE DEPUIS 1890

Itemm
Institut technologique européen
des métiers de la musique

Maintain a minimum distance of 1 m between people at all times.
Wearing a mask is compulsory in public transport and is recommended for any movement inside the shop / workshop as soon as there are several people.

This guide has been written under French national law related to Coronavirus crisis context. Therefore, it is important to adapt this guide's recommendations to the appropriate law in each country.



CONTENTS

This guide brings together the recommendations necessary for the protection of employees, customer reception and proper handling of instruments, cases, accessories, packaging, tools...

This guide does not pretend to give an answer in this first version to all problems brought by the coronavirus crisis in relation to musical instruments in shops or workshops. You should therefore regularly visit the dedicated page on the [CSFI website](#), where the updated version of this guide will be available.

Strictly respect the government COVID-secure standards to protect yourself and others from the virus and adjust your behavior according to three main basic principles:

PROTECT / INFORM / CLEAN.

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PREPARATORY WORK FOR THE OPENING OF SHOPS / WORKSHOPS

1/ EMPLOYEES

Refer to the reopening protocol corresponding to your country / state. The store / workshop is invited to download the corresponding job advice sheets and guides for employees and employers. Companies with more than five employees are advised to update their risk assessment documents by identifying new situations. Establish a dialogue between the staff members in order to find the best operating modes according to the different workstations (reception, sale, repair / adjustment, manufacturing). Schedule meetings to evaluate employee apprehensions, and measure psychological risks. Psychosocial risks (stress linked to the epidemic situation) and tensions due to contacts with clients may be present in this time.

a/ Protecting employees before returning to work

• Masks

Masks have to be provided payable by the employer. Provide each employee with enough washable masks to ensure a turnover. These masks have a washing limit indicated by the manufacturer. They should be used for a maximum of 4 hours at once, then washed. Disposable surgical masks must comply with standard EN 14683. FFP2 masks are not available for general public. The maintenance will be the responsibility of the employees.

• People at risk

Check if you or your collaborators are people at risk, if so, government recommendations apply.

b/ Measures at the workplace

Inform and enforce Covid-secure standards

- Distance of at least 1 m between people.
- Limit the number of people present.

- Limit discussions between people close to one another to 15 min maximum.
- Regular hand washing and disinfection.
- Limit projection during sneezing.
- Wear a mask at all times unless working in isolation.
- Any movement in the shop or workshop requires wearing a mask.

First, if possible, eliminate the use of collective machines

Coffee machines, water fountains, kettles, microwaves, refrigerators, or provide equipment (wipes, spray, gloves...) to clean them before and after each use. Individual thermos can be authorised.

Do not hesitate to make kind and protective reminders because habits and automatic gestures are hard to change.

Depending on your company organization you can set up or give preference to staggered work hours.

Temperature measurement: it is not compulsory and is not recorded

- On arrival at the workplace: taking employees' temperature helps reassure all the staff working together every day.
- Temperature can be taken with a forehead infrared thermometer.
- An employee who displays 38°C or more is considered feverish and must not come to work. He/she is advised to immediately consult a doctor (video consultation possible) who will decide to put him on sick leave or not.

c/ Prevention

Invite employees to ensure they have no COVID-19 symptoms (especially fever or cough) before going to work. In case of symptoms, they should call their referring physician or the emergency number, depending on the severity of symptoms, and warn their employer.



PREPARATORY WORK FOR THE OPENING OF SHOPS / WORKSHOPS

In the company restaurant

Take into account the space occupied by the premises (furniture, equipment, objects, etc.) for the calculation of the surfaces dedicated to the reception of persons.

On arrival, each member of staff must:

Wear a mask // Wash hands (soap or hydro-alcoholic gel) // Clean his/her workstation and equipment.

Lunch break:

If lunch is taken on site, respect Covid-secure standards. Depending on space, stagger staff lunch breaks, authorise lunches on workstations... Recommend cold dishes so as not to use the microwave. If you have a kitchen or dining room, limit the number of people (on the basis of 4 m² per person) and check the thorough cleaning after use.

2/ SHOPS / WORKSHOPS

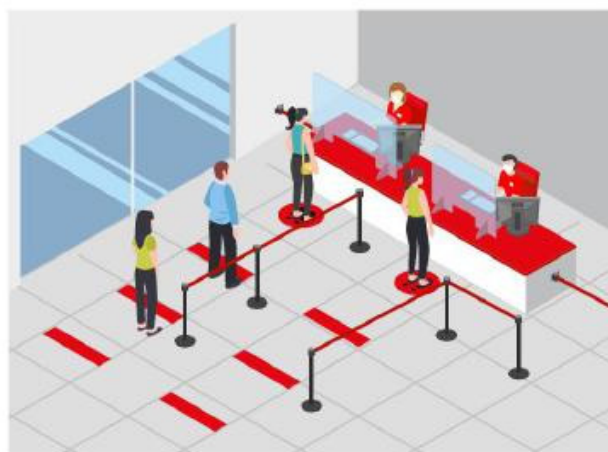
a/ Cleaning

- Thoroughly clean the shop. Rethink work and reception areas as best as possible, in order to respect the distance measures and management of people's movement (staff and customers).
- To limit the risk of contact with contaminated surfaces, in addition to the usual cleaning of premises, more frequent and daily cleaning of surfaces in contact with hands is recommended (convivial spaces, stairways, door handles, switches, toilets, chairs armrests, chairs, various keyboards, computers, tablets, terminals, counters, cash desks...).
- Provide household wipes, cloths to be impregnated with a disinfectant detergent solution or household products compatible with the surfaces to be cleaned. Bleach (sodium hypochlorite) at a minimum concentration of 0.5 %. Disinfectant products meeting the standard EN 14476 (Sanytol®, Sani-Cloth®...).

- Dedicate a specific COVID bin to collect wipes used for cleaning.
- Remove magazines, posters and documents that could be touched by several people.
- Make workstations as sober as possible to facilitate cleaning (remove personal items).
- Do not vacuum the floors, except after leaving the premises unoccupied for a long time. In this case, equip the device with HEPA filters.
- Ventilate widely and frequently.

b/ Protective measures

- Install post protections: plexiglas windows.
- Equip staff with masks with visors EN 166 covering the whole face (recommended for people in checkout in particular).
- Equip the shop with contactless bank card payment. Clean / disinfect the scanner and the credit card keypad regularly, or apply a transparent film that you will change every 4 hours.
- Mark the floor with tape to materialise distances (at least 1m), for reception and movement of customers and staff.
- Remove any baskets.





PREPARATORY WORK FOR THE OPENING OF SHOPS / WORKSHOPS

Help Prevent the Spread of
COVID-19*
("novel coronavirus")

Clean surfaces that
are touched a lot.

WARNING
MIX BLEACH
WITH WATER ONLY
WARNING

1 CLEAN UP SURFACES

2 DISINFECT SURFACES

1/3 CUP CHLORINE BLEACH*
+
1 GALLON WATER
*Approximately 6%

3 WASH YOUR HANDS

Disinfecting products must be EPA-registered. Always read and follow manufacturer's directions.

***COVID-19 is caused by the SARS-CoV-2 virus**

For more information on COVID-19 prevention, please see
<https://www.cdc.gov/coronavirus/2019-ncov/Index.html>.

Posters are available for download at www.waterandhealth.org/resources/posters

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PREPARATORY WORK FOR THE OPENING OF SHOPS / WORKSHOPS

c/ Warehouse or receiving and shipping goods

- Receive packages with gloves and mask.
- No physical contact when handing products over.
- It is recommended to leave packages at rest without contact (outdoors if possible) for 6 to 9 days.
- Clean the package with a disinfectant solution and discard the packaging in the COVID dedicated bin.

For shipping, prepare with disinfected hands and package the instruments or accessories individually. In the package add a written reminder of the general measures recommended in the health precautions guide available in your country.

d/ Signage

Outdoor

- Install a sign at the entrance of the shop with all the information useful to customers (reminder of the instructions, service organization, queuing rules, payment methods, goods collection, possibility of placing orders by phone with collection by appointment).
- Where necessary indicate: new opening times; telephone number to encourage visits on appointment; using a mask indoors or not (left to the shop discretion); number of customers authorised at the same time in the shop (recommendation : a gauge equal to four squared meter per person.).
- Establish, with the approval of the local authority, a marking on the street floor favouring 1 m between everyone.

Indoors

- Instructions for respecting Covid-secure standards and washing hands must be placed repeatedly in the various places accessible by customers and staff.

e/ Instruments

- Thoroughly clean exhibited instruments, first wiping them with a clean, dry cloth.
- Repeat the cleaning each time the instrument is handled. (see specific recommendations if the instrument is played, depending on the musical families).
- If necessary limit repetitive access and handling of products by customers by placing a transparent film in front of the shelf or displaying them in a close glass cupboard.
- You can also limit the number of everyday products on the shelves to one or two, the rest being available in the shop store-room and handed out at the point of sale (thus limiting the number of products to be cleaned several times a day).





CUSTOMER RECEPTION

1/ PROTECTION

If this is possible, notify previously through social networks, websites and store / workshop displays sanitary measures to date, and their application for your store / workshop.

Entrance of a new person

Customers entering the store / workshop must disinfect / wash their hands as soon as they enter. They must wear a mask. If they're not wearing a mask, either offer them a disposable mask, or keep a distance of 1.50 m between people. Stay vigilant, encourage benevolence and provide the necessary equipment. Favour the reception of musicians / customers by appointment.

In case of repair / maintenance

For instruments / accessories coming in your store for repair / maintenance and requiring immediate diagnosis to give a quote to the customer, wear a mask and clean / disinfect hands before and after handling the instrument / accessories and case. During the stay of your instrument in the store, the cases have to be stored in quarantine in a dry place, and if possible opened to lower the relative humidity level inside.

In the instance of choosing and therefore testing an instrument, a recommendation will be made rapidly, as soon as the instrument cleaning protocols are validated by experts.

For instruments / accessories leaving the store, in the case of a purchase or a maintenance / repair, the case must be previously stored in an isolated room for quarantine and being handled before leaving the store with mask and hands cleaned / disinfected.

In the case of the purchase and therefore the testing of an instrument / accessory, refer to the disinfection recommendations by instru-

ment families provided by [CSFI](#) and [ITEMM](#) and provide clear and precise rules to follow in your store / workshop.

Encourage card and contactless payment. In case of cash payment, avoid handling and put a receptacle for exchanging notes and coins.

Refrain the use of plastic bags and other packaging given to the customer when purchasing. Encourage customers to come with their own bag.

2/ AND AFTERWARDS?

For the shop

Clean, disinfect and store according to the recommendations above.

If you are shipping your instruments or accessories to your client, recommend that they follow the general measures recommended in the health precautions guide available in your country.

For the customer

Give customers the main recommendations for returning home:

- Wash hands as soon as you get home.
- Disinfect packaging, cases, accessories... before handling them.
- Leave the product you just bought in a clean, dry place for 6 to 9 days before using it.
- Do not lend your musical instrument or its accessories.



CLEANING OF INSTRUMENTS AND ACCESSORIES

THE PURPOSE OF THIS PARAGRAPH IS TO GIVE ESSENTIAL INFORMATION CONCERNING MUSICAL INSTRUMENTS AND THEIR ACCESSORIES.

1/ VIRUSES AND MUSICAL INSTRUMENTS / ACCESSORIES

The virus responsible for COVID-19, SARS-COV-2, is an envelope coronavirus belonging to the same family as SARS-COV-1, which was responsible for the epidemic of SARS in 2003. Much of the work is based on knowledge of SARS-COV-1, until new studies increase the level of knowledge on SARS-COV-2.

On the basis of current knowledge, from the point of view of both the functioning of musical instruments and the scientific measurements which have been carried out, there is no reason to affirm that playing an instrument spreads more virus than simply speaking or coughing.

The particles emitted in droplets are heavier than air and fall to the ground, it is usually those that are responsible for the spread of the virus. When present on a surface, they do not spontaneously return to the air but remain on the surface, so it should be cleaned. The viruses emitted, if they are surrounded by proteins, a biofilm or humidity, will survive longer because they will have a protective layer on their envelope.

The virus or its RNA traces may still be present but deactivated, which makes it harmless. The relevant tests for musical instruments and their accessories are therefore those that measure the virus activity after surface treatment. These are very expensive and require an incompressible time to produce.

The aerosols emitted by playing a wind instrument, like those emitted by speaking or singing, are not yet really known. This subject is under study.

2/ CONCEPTS OF DISINFECTION

Different terms have to be defined:

- **Cleaning:** use a method with or without products to remove residues, moisture and grease, and slightly reduce the virus concentration.
- **Disinfection :** decrease by a high factor the virus concentration, necessary for the instruments, and especially tools or accessories in contact with hands and mouth.
- **Sterilization:** strongly reduce the virus concentration with heavy methods, well below the dose considered as pathogenic (rather in the hospital environment, this is not the objective for musical instruments).

In all cases it is important to clean an instrument / accessory before disinfecting it, with a dry cloth or soaked with product when possible. The disinfection phase will be more effective with prior cleaning.



CLEANING OF INSTRUMENTS AND ACCESSORIES

In order to characterize the virus content of an object (surface, volume), virology researchers reason in terms of pathogen concentration per unit of volume. Generally the number of copies (here virus) per milliliter (ml) is considered.

Currently, it is estimated that a maximum rate of up to 10 million (10^7) copies per milliliter can be found in the droplets emitted by a person affected by COVID 19, which is a high estimate. Virus contamination can occur when a concentration is around ten viruses per ml.

It is therefore necessary to favor treatments which will deactivate the maximum percentage of virus compared to the initial quantity, when possible. It is therefore very difficult to guarantee that a process is complete and ensures absolute protection (0 active virus per ml), but we draw attention to the fact that not all products and methods are created equal.

3/ IDENTIFIED PRODUCTS AND METHODS

The products mainly recommended by the health authorities are (the list is not exhaustive):

- Alcohol (ethanol or isopropyl) over 70 %.
- Bleach at a concentration over 0.5 %.
- Products according to standard EN 144761 (check the active agent): Sanytol®, Sani-Cloth®, spray and disinfectant wipes.
- 3 % hydrogen peroxide.

The 14476 standard disinfectant products available in shops get the label when they destroy 99.99 % of viruses, a division by 10 000 compared to the initial quantity, under the recommended conditions of use. The value is equivalent for alcohol or bleach.

In all cases it is important to clean, with a dry cloth or one soaked in product when possible, before disinfecting an instrument / accessories. The disinfection phase will be more effective with prior cleaning, which will first reduce the virus concentration.

Rubbing with a dry cloth (mechanical cleaning) or with soapy water has an impact on the virus concentration, but it will be less than the use of the previously described products, which are preferred whenever possible. In all cases, the material used for cleaning, such as a cloth, must also be either disinfected with an effective product, or thrown into an airtight container or washed at over 60°C for more than 30 minutes.



CLEANING OF INSTRUMENTS AND ACCESSORIES

Regarding quarantine, which is an important solution because it is not harmful to the instruments, the time required is complicated to estimate, because depending on the surfaces, the presence of proteins, the humidity and the initial quantity, the concentration at the end of the quarantine may vary. Priority should be given to the most favorable cases for a decrease in concentration.

The longer the quarantine, the lower the active virus concentration will be. On a surface it is not proven that a 6 day period is acceptable, this extends to 9 days in the presence of moisture.

This is why it is important to clean with a dry cloth or one soaked in alcohol or hydrogen peroxide, when possible, in addition to quarantine.

Please note, the recommended treatments are not guarantees that the virus is no longer present or contagious, nor the contrary; they are mainly an inventory of techniques based on current scientific knowledge (and evolving).

It must then be ensured that each of the products does not damage the instrument or its coating. For this, additional documents per instrument will be proposed, including a complete protocol.

- Some heat treatments are being validated, but they will be applicable mainly to brass instruments.
- Ultraviolet (UV-C) treatments are to be used with extreme care as they are harmful to the skin. These are not a guarantee of full effectiveness, especially when areas cannot be lit properly. It is important to take into account the wavelength of the UV-C lamp, its power, its distance and the duration of exposure.
- Treatment with ozone in the air is dangerous because it is both harmful to the pulmonary tract and explosive. It is a method to handle with extreme caution, which can deactivate the virus without contact.

4/ COMPATIBILITY

We remind you that it is essential to check before treatment the compatibility of products and methods with your instruments and their varnishes. It is important that everyone inquires to know the nature of the varnishes of their instruments. If doubt persists, favour a dry cleaning with quarantine, taking care to disinfect the cloth between each instrument.

Be careful not to use the same cloth several times in the absence of disinfectant.

Here is a first compatibility list by families, based on a collection of information from instrument manufacturers. If some products do not appear, it is not because they are not compatible but because we did not have the information at the time of writing this document.

Please note: some products are compatible on the basis of odd tests, and until proven otherwise. For long term use we invite you to be concerned about the evolution of the instrument. Take a test on a sample or on a hidden part.

Additional information will be provided later in the documents annexed by instrument or supplied by the manufacturers for specific cases of varnish.



CLEANING OF INSTRUMENTS AND ACCESSORIES

MATERIAL	COMPATIBLE	NOT COMPATIBLE
NON REVERSIBLE COATINGS		
Polyester	Alcohol, bleach, 3 % hydrogen peroxide, EN 14476 standard	Acetone, ethers
Polyurethane acrylic	Alcohol, bleach, 3 % hydrogen peroxide, EN 14476 standard	Acetone, ethers
Polyurethane	Alcohol, bleach, 3 % hydrogen peroxide, EN 14476 standard	Acetone, ethers
REVERSIBLE COATINGS		
Shellac, benzoin, sandarac, elemi, rosin	Waiting for validation	Alcohol, acetone, ether, bleach, hydrogen peroxide, beware of water which can whiten it, naphtha
Nitrocellulose	Waiting for validation	Alcohol, acetone, ether, bleach, hydrogen peroxide, naphtha, turpentine
Oil (linseed, almond)	Waiting for validation	Alcohol, acetone, ether, bleach, hydrogen peroxide, naphtha, turpentine
Beeswax	Waiting for validation	Alcohol, acetone, ether, bleach, hydrogen peroxide, naphtha, turpentine
MATERIALS		
Plastic coatings: to be specified because very variable	Hydrogen peroxide	Acetone, ether, alcohol
Raw tropical wood	Sanytol®, alcohol	Sani-Cloth®, bleach, 3 % hydrogen peroxide
Raw temperate wood	Sanytol®, alcohol	Sani-Cloth®, bleach, 3 % hydrogen peroxide
Stained tropical wood	3 % hydrogen peroxide (10 vol.)	Sani-Cloth®, bleach, 3 % hydrogen peroxide, alcohol
Stained temperate wood	3 % hydrogen peroxide (10 vol.)	Sani-Cloth®, bleach, 3 % hydrogen peroxide, alcohol
Metal alloys	Alcohol	-



APPENDICES

PREPARE TO RE-OPEN

ACTION	OBJECTS / SURFACE	TARGET RECIPIENTS	MEANS	DONE
CLEAN	Floor		Bleach for tiled surfaces or EN 14476 standard disinfectant (vacuum cleaner only if equipped with a HEPA filter)	
	Toilets		EN 14476 standard disinfectant	
	Door handles		EN 14476 standard disinfectant	
	Switches		EN 14476 standard disinfectant	
	Handrails (banisters)		EN 14476 standard disinfectant	
	Counter		EN 14476 standard disinfectant	
	IT devices and peripherals		Suitable disinfectant (see manufacturer's recommendations)	
	EPT (Electronic Payment Terminal)		Suitable disinfectant (see manufacturer's recommendations)	
	Instruments		See page 8	
PREPARE	Distancing measures		Floor adhesives	
	Counter		Plexiglas (previously disinfected with EN 14476 standard disinfectant)	
	EPT (Electronic Payment Terminal)		Apply plastic protection to the keyboard	
	Directional markings		Waiting area, entry / exit	
	Test room		With window (previously cleaned))	
	Hydroalcoholic gel	For employees	At the counter	
		For customers	At the entrance	
	Masks	For employees		
	Visors	For customers	EN 166	
	Wipes		Impregnated with disinfectant solution EN 14476 standard	
	Covid trash can		Remember to mark it / prepare it and empty it with gloves	
	Leaflets/magazines		Remove	
	Baskets		Remove	
	Gloves		Employees retrieving packages, stocking musical instruments / accessories	
INFORM		For employees	Covid trash, masks, gloves, gel, all measures taken	
		For customers	Outdoor signage: safety measures, company hours, by appointment	
			Safe distancing floor markings	
		Providers	Delivery procedure	



APPENDICES

DAILY ACTIONS

ACTION	OBJECTS / SURFACE	TARGET RECIPIENTS	MEANS	DONE
CLEAN	Floor		Bleach for tiled surfaces or EN 14476 standard disinfectant (vacuum cleaner only if equipped with a HEPA filter)	
	Toilets		EN 14476 standard disinfectant	
	Door handles		EN 14476 standard disinfectant	
	Switches		EN 14476 standard disinfectant	
	Handrails (banisters)		EN 14476 standard disinfectant	
	Counter		EN 14476 standard disinfectant	
	IT devices and peripherals		Suitable disinfectant (see manufacturer's recommendations)	
	EPT (Electronic Payment Terminal)		Suitable disinfectant (see manufacturer's recommendations)	
	Test room		Suitable disinfectant (see manufacturer's recommendations)	
PREPARE	Instruments		See page 8	
	Directional markings		Floor adhesives (check condition, replace case if applicable)	
	Counter		Plexiglas and counter to disinfect with EN 14476 standard	
	EPT (Electronic Payment Terminal)		Replace protective plastic	
	Hydroalcoholic gel	for employees for customers	Check the level and replenish if necessary	
	Wipes		Check the level and replenish if necessary	
	Covid trash can		To empty with gloves	
	Gloves		Check the level and replenish if necessary	

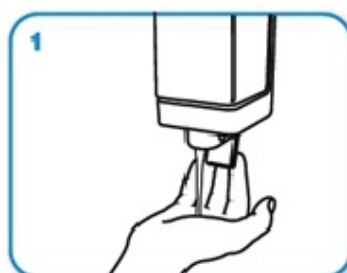


APPENDICES

WASH YOUR HANDS EFFECTIVELY



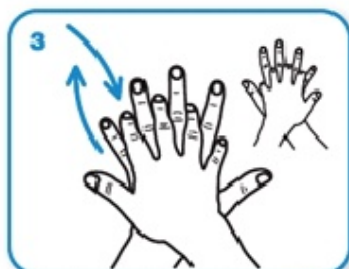
Wet hands with water



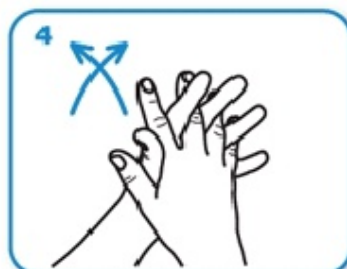
apply enough soap to cover all hand surfaces.



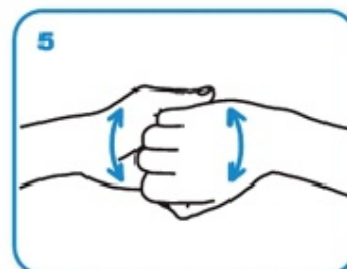
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



rotational rubbing of left thumb clasped in right palm and vice versa



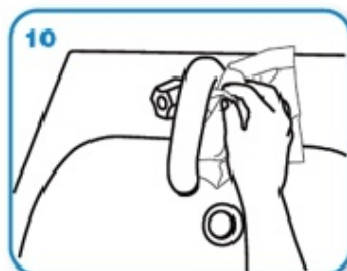
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



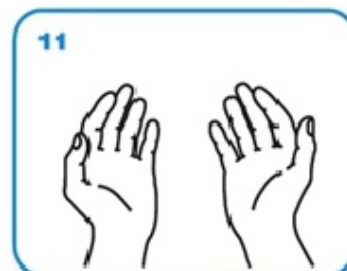
Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.

APPENDICES

WEAR YOUR MASK PROPERLY



Wearing Fabric Masks

Wearing a fabric mask **DOES NOT** protect **YOU** from other people's germs
It **DOES** help protect **OTHERS** from your germs

Fabric Masks Offer
Some Protection

BUT

Additional Prevention
Practices are Needed



**WASH HANDS
OFTEN**



**DISINFECT
SURFACES**



**SOCIAL
DISTANCING**



**STAY
HOME**

Wearing Reusable Face Masks



Wash hands before
putting on mask



Wear mask the same way each
time: same side facing out



Mask needs to cover
nose and mouth



Do not touch your mask
while wearing it



If you touch your mask
wash/sanitize hands
immediately



Do not remove your mask
to talk to others

Removing Reusable Face Masks



Do not use dirty masks,
always wash between use



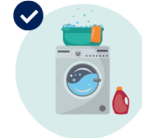
To remove mask take
straps and pull forward



Wash hands before and
after removing mask



Place mask in plastic
bag until ready to wash



Wash mask with hot water and
detergent, completely dry mask
before reuse

Read CDC guidance on how to
make fabric masks

Best Fabric

- 100% Cotton
- Two Layers

General Public **SHOULD NOT USE** medical masks including:

Surgical masks and N95 respirator masks

These mask should be saved for healthcare providers:

doctors, nurses, first responders.



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