

Spaulding and Mass Eye and Ear – Salem, Shetland Park Elevator downtime notice beginning May 1

Dear valued patient,

We are writing to inform you that Shetland Park will be initiating an important construction project to modernize the front passenger elevator of our building (Building 2 of Shetland Park).

The work will begin on Monday, May 1, and is scheduled to last roughly 14 weeks. During this time, the passenger elevator at the front of our building will not be available.

If you are able to manage stairs without difficulty, you may proceed to the center (Suite 211, 2nd floor) by the standard route, entering at the front entrance (35 Congress Street), proceeding up one flight of stairs from the lobby, and then continuing to the right down the hallway, following signage for Spaulding.

However, if you are unable to manage stairs and require the use of an elevator, you will need to take an alternate route into the building, as below:

- Please park in the garage on Lynch Street (refer to Diagram below). If you are traveling on Congress Street (Shetland Park on your left), Lynch Street is the next street after the Shetland Park main entrance. Take this street to the end, where you will see the garage on the right side.
- There is no charge to use the garage.
- You may park on any available level (Ground, 1, or 2). There is elevator access in the back corner (see signage). There is a walkway located on Level 2.
- Once you enter Building 2 from the walkway, you will see signs directing you to Spaulding/Mass Eye & Ear. Take your first left and proceed to the end of the hallway. At the end of the hallway, turn right and you will see the clinic immediately to your right.
- **If you require assistance getting to the center from the parking garage, please call 978-825-8700 and select Option 4 for “Transport Assistance”.** One of our staff members will meet you to assist you to the clinic. We have transport chairs available if needed.
- Please plan to arrive 15-20 minutes prior to your appointment time to allow for additional time to get to the center, particularly if you need transport assistance.

In the event you travel to your visits in a transportation van that cannot fit in the garage, please follow the instructions below:

- Notify the company to drive to the rear of the building towards the water. Proceed around the back of Building 2 and take a left. There you will see the rear entrance to Building 2.
- A ramp is located on the side of the building, just around the rear entrance.

- Please plan to arrive 20-30 minutes early to allow time for transport to the clinic. You will need to notify the transport company to ensure the early arrival.
- **Call 978-825-8700 and Select Option 4 for “Transport Assistance” and a staff member will assist you.**

Thank you in advance for your patience and understanding during this facility improvement project. If you have any questions in advance of your appointment, please call us at 978-825-8700 and we will do our best to assist you.

Sincerely,

Melissa A. Morse, PT
 Site Manager
 Spaulding Outpatient Center- Salem

