

# Rhode Island Military Organization



## Volunteer Handbook

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## A Note from the President

Greetings,

Thank you for giving time to support our mission by volunteering at the Rhode Island Military Organization (RIMO) Lounge at T.F. Green International Airport!

It's been more than a decade since a team of veterans decided Rhode Island needed a space to welcome and honor military personnel and their families as they traveled through our beautiful state. It started in 2013, when we reached out to the RI Airport Corporation (RIAC) requesting space for a military lounge. RIAC offered the space that is now the Cardi Welcome Room. A national organization known for their military lounges declined to provide backing, stating our market was too small, so we decided to give it a go on our own.

On Wednesday, September 6, 2023, we celebrated 10 years of service to our state, military, veterans, and their families. Over the last ten years, RIMO has grown to focus on three missions: the lounge, job placement for transitioning military, and VA enrollment services. We have welcomed more than 50,000 guests to the lounge, and that number continues to grow thanks to great people like you!

In closing, please always remember the important service you will be providing. We offer our young military members and veterans a place to peacefully relax while waiting for their flights. Give them the time when they ask and the space when they don't.

Welcome aboard!

Timothy Howe

President

TimHowe.RIMO@gmail.com

[www.RIMO401.com](http://www.RIMO401.com)

## **RIMO Mission Statement**

*We are a 100% volunteer non-profit organization, operating the RIMO Military Lounge at T.F. Green Airport, offering transition services for our military, and assisting with enrollment in VA Healthcare for all earned benefits.*

## **RIMO Motto**

**“Serving our Military, Veterans, and Community”**

## **RIMO Lounge at T.F. Green Standard**

**“100% Volunteer, 100% Rhode Island”**

## Social Media and RIMO Store

Our Website

[www.RIMO401.com](http://www.RIMO401.com)



Our RIMO Store

<https://rimostore.itemorder.com/shop/home/>



@RIMO-401



**venmo**

## The Rhode Island Military Organization Board of Directors

All RIMO board members and volunteers are unpaid.

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## Our Volunteers

Our volunteers understand the purpose of the lounge. Traveling military members are young. They live the military life. They do not want to hear about our military experiences, our children's military experiences, and especially not the politics of the world. The purpose of the lounge is to allow them to recharge. Our guests may be on edge as they are traveling to their next mastery course or keeping their emotions in check while they travel back to see their loved ones.

As an ambassador of our state, you are serving those who serve. Whatever the reason you decided to become a RIMO volunteer—THANK YOU!

## The Federal Aviation Association (FAA) and Rhode Island Airport Corporation (RIAC)

RIMO must follow all guidelines set forth by the FAA and enforced by RIAC. We are bound, as guest tenets, to follow all rules and standards. The Lounge is under the management and ownership of RIMO.

- Volunteers, guests, and non-RIMO personnel are forbidden from posting/hanging/taping any item on the walls.
- Advertising material, including business cards and fliers, are not allowed without request of approval from the RIMO Board.
- Magazines/fliers/promotional material from national membership organizations is prohibited unless approved by the RIMO Board.
- While volunteering for the lounge, political clothing items or accessories are not allowed. We strongly recommended that volunteers avoid political conversation while in the lounge.
- From time to time a guest may want to donate to RIMO. There are envelopes located in the top drawer of the desk. Thank the guest for the donation, place the donation in the envelope, write "donation" on the outside of the envelope and place the envelope back in the drawer.
- Airport employees who are verified veterans are welcome to a coffee or water. Unlike our guests, they can go home at the end of each shift and eat at any one of Rhode Island's world famous restaurants at any time.
- Volunteers are asked not to consume or take lounge snacks or beverages while in the lounge.
- If any verified guest, non-verified guest, or employee becomes a hassle and you feel their actions and behavior do not meet the standard of acceptable behavior, please do not hesitate to call the RIAC Police at 247. They are very responsive and always look out for our great volunteers.
- Alcoholic beverages or recreational drugs are not permitted to be consumed at any time in the lounge.

## Arriving at TF Green International Airport

Volunteers who arrive by automobile will go directly to Lot D Short Term Parking and take a ticket from the machine. Your parking at the airport is free. All RIMO Volunteers have been added to the airport's parking list. Simply take your ticket to the office on the 3rd floor between the hours of 8 am-4 pm for validation. If the office is closed you may text or call LAZ Parking at 401-479-5669.

Provide your name, your ticket number and tell LAZ that you are a RIMO Volunteer.

## Signing Up for a Shift at the Lounge



The RIMO Lounge utilizes a scheduling application called Sign Up Genius. All volunteers must use this app in order to schedule shifts. The app can be downloaded and accessed through a smart phone and/or computer.

Be sure to arrive at the lounge approximately 15 minutes before your start time to make a smooth transition between shifts.

If you sign up for a shift and later realize you cannot work, you must go back into Sign Up Genius to the date and time of the shift. Simply choose "Delete" on the shift and that shift will be returned to available status.

## Opening Procedures

The RIMO Lounge is open from 10 am to 7 pm every day of the year. The first shift of the day is from 10 am to 1 pm. Volunteers who open the lounge must complete the following:

- Remove key from lock box and unlock the Nicholas Cardi Welcome Room and the Kenneth Smith Extended Stay Room. Prop doors open.
- Return key to lock box, close, lock and randomize the combination.
- Put on your badge. RIMO badges are available for all volunteers. If you do not have a badge please contact Kevin Kavanaugh at [kkavanaugh258@gmail.com](mailto:kkavanaugh258@gmail.com)
- Turn on the lights and the TV in the Cardi room.
- Check supplies. Refrigerator should be well stocked with water and soda. Baskets in both rooms should be well stocked with snacks. Trash should be empty and floors clean.
- Note: Due to the ebb and flow of guests through the lounge, especially at the holidays, there will be times when some supplies run low. The lounge is restocked each week, sometimes more often, so there is no need to leave notes or make calls about supplies. Please refrain from bringing in food for the guests. Due to airport policy, only approved snacks and food can be offered in the lounge.



## Welcoming Our Guests

Request proper ID. This includes Department of Defense cards, VA-issued cards, or Veteran Identification on State licenses. ***Military affiliation clothing and national veteran organization cards are NOT acceptable IDs.***

Show our guests the food and beverage selection and inform them of the Smith extended stay room where they can enjoy individual seating and, if they choose, recline.

## Closing Procedures

The RIMO Lounge closes at 7 pm each evening. The last shift of the day is from 4 pm to 7 pm. Volunteers who close the lounge must complete the following tasks:

- Restock snacks, beverages, and supplies in both rooms, as needed.
- Wipe down the microwave and counters, as needed.
- Empty water and K Cups from the coffee maker.
- Empty trash into the correct receptacles located by the elevator. Replace a blue bag in the recycling bins and a clear or white bag in the trash bins.
- Vacuum, as needed. Be sure to move ottomans and tables and check for debris on the floor.
- Notify Airport Police at 401-691-2247 if there are guests staying after close or overnight in the Kenneth Smith Extended Stay Room.
- Turn off TV and lights.
- Lock both doors. You may need to access the key to lock the Kenneth Smith door.

## **Extended Stay and Overnight Guests**

From time to time, and especially during the holiday seasons, our guests may need to stay longer than expected in the lounge.

If guests are staying later than 7 pm, but not spending the night, we ask them to move to the Kenneth Smith Extended Stay Room. Call the Airport Police at 401-691-2247 and inform them that guests are staying in the Kenneth Smith room. Before you leave, ask the guest(s) to pull the door shut on the way out.

If guests are spending the night, we ask them to move to the Kenneth Smith Extended Stay Room. Call the Airport Police at 401-691-2247 and inform them that guests are spending the night in the Kenneth Smith room. The Airport Police may require that you provide the guests' name and date of birth. Before you leave, ask the guest(s) to pull the door shut on the way out.

## **Airport Closures and Inclement Weather**

All volunteers are to follow the T.F. Green instructions and procedures regarding airport closures due to inclement weather. Be sure to check local radio and TV stations before your shift if you believe the weather will prevent you from arriving at the airport.

**Approved by RIMO Board of Directors: 01 December 2023**

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**Timothy Howe**  
**President**