Rhode Island Military Organization



Volunteer Procedure Manual

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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 60,000 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

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"

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!

Biographies of Honorees

Nicholas “Nick” Cardi

Nicholas "Nick" Cardi Jr. (1948–2019) was a prominent Rhode Island businessman and philanthropist, who, alongside his brothers Ron and Pete co-owned Cardi's Furniture & Mattresses. The business was founded as a general store in 1928 by their grandmother, Rosa Cardi. Nick and his brothers joined the company full-time in the 1970s, eventually expanding it from a small shop into a major regional retailer with over 20 locations across Rhode Island, Massachusetts, and New Hampshire. He attended the Community College of Rhode Island before graduating from the University of Tennessee. He served in the US Army Reserves attaining the rank of Captain. He was married to Julia (Judy) Young Cardi and had one son, Nicholas Cardi III. Outside of work, he was an avid fan of Rhode Island's beaches.Nick Cardi died at the age of 71 on August 2, 2019, following a four-year battle with brain cancer. Even while undergoing treatment, he remained active in advocacy, working with the FastTrek.org Foundation to help others suffering from rare diseases navigate clinical trials.

Kenneth Smith

Kenneth N. Smith (1942–2015) was a 22-year veteran of the U.S. Navy and a cornerstone of the Rhode Island Military Organization (RIMO). After retiring as a Petty Officer First Class and pursuing a second career as a state food inspector, Ken dedicated his retirement to serving active-duty military members and fellow veterans at the RIMO Military Lounge at Rhode Island T.F. Green International Airport. As an original RIMO volunteer, he famously committed six days a week to the airport’s military lounge, where his warmth and patriotism made him a beloved figure among "these great young kids". Despite personal health challenges, Ken’s tireless spirit and love for his country never wavered, a legacy now permanently honored by the "Kenneth Smith Extended-Stay Room" within the lounge he helped build. He is remembered as a proud husband to Donna for 43 years, a father to the late Russell Smith, and a dedicated Mason who spent his life in service to others.

Social Media and RIMO Store

Our Website
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.

Timothy Howe, President
(401) 215-0632
TimHowe.RIMO@gmail.com

Kevin Kavanaugh, Director of Training
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Honorable Chuck Pollock
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Joseph Roberts
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(401) 368-1726
SherriLynnCarrera@outlook.com

Honorable Camille Vella-Wilkinson LTCdr-Ret
(401)952-7340
vellawilkinson@gmail.com

Advisory Board
Dan Evangelista, CSM(R), RIMO Vice President
(401) 474-4764
DanielEvangelista9@gmail.com

Gary Powers
(401) 744-9811
gpowers51@hotmail.com

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
- 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.***

*There are some instances where young members are exited from service during their training phase. They do not have ID cards, but discharge/travel orders. You may use your best judgement in allowing them to be guests in the lounge.

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. At the end of each shift, it's important to leave the RIMO Lounge clean, organized, and ready for the next volunteer. Completing this checklist ensures a smooth transition and helps maintain a welcoming environment for our guests.
Please be thorough in your tasks while remaining mindful and respectful of any guests still enjoying the lounge.

- Wipe down counters
- Stock Snacks in Smith Room and Cardi Room
- Stock items on coffee bar
- Stock Beverages
- Empty overflowing trash cans
- Vacuum any messes [only if no guests in the lounge or last shift]
- Leave a note if you see anything that needs restocking
- Unplug Coffee Pot [last shift only]

Thank you for your time, care, and commitment to supporting the RIMO Lounge and its mission. Your efforts help create a comfortable and respectful space for our guests, and we truly appreciate all that you do. Every shift makes a difference—thank you for being part of the team.

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: 16 September 2026

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Timothy Howe
President