

NH LAW ENFORCEMENT ACCREDITATION PROGRAM

GLOSSARY



A

ACADEMY:

Police Standards and Training Council (PSTC), State agency responsible for establishing and overseeing standards, certification and training, to include professional development, for law enforcement in New Hampshire

ACTIVE THREAT:

Any incident which by its deliberate nature creates an immediate imminent danger to the community.

ALL HAZARDS PLAN:

A written plan containing general objectives reflecting the overall strategy for responding to and managing critical incidents. The plan defines the scope of preparedness and incident management activity required of the agency and is flexible enough for use in all emergencies.

ANALYSIS:

A systematic, structured process for dissecting an event into its basic parts to identify any patterns or trends. Analysis should reveal patterns or trends that could be predictive or could indicate program effectiveness, training needs, equipment upgrade needs and/or policy modification needs.

ANNUAL:

An event that occurs at least once every consecutive 12-month period.

APPEAL:

A written statement filed by an employee seeking review of a disciplinary action, i.e. written warning, suspension etc., that the employee believes to be inaccurate due to erroneous facts and/or misapplication of the agencies or municipality's policies or procedures.

ARREST:

A restraint of the liberty of a person to come or go as he or she pleases, no matter how slight. The taking of a person into custody in order that he or she may be forthcoming to answer for the commission of a crime. NHRSA 594:1

ARRESTEE:

Someone being held in custody or confinement (may or may not be under physical restraint).

ASSESSMENT:

A systematic process of collecting, analyzing, and interpreting information to evaluate a person, program, or system. It aims to measure knowledge, skills, performance, or quality against established criteria or standards

AUDIT:

A sample and review of records and practices to ensure compliance with written directives. The annual evidence audit should be conducted to provide an adequate sampling of property to satisfy the auditor that policies and procedures are being followed. The person named to conduct the inventory should be appointed by the agency's chief executive officer.

AUTHORITY:

The statutory or policy-vested right to give commands, enforce obedience, initiate action, and make necessary decisions. Authority may be delegated by those so designated. Acts performed without proper authority or authorization shall be considered in violation of this manual, and those persons in violation shall be subject to disciplinary action.

B

BIASED POLICING:

The selection of individuals for enforcement actions based solely on a common trait of a group. This includes but is not limited to race, ethnic background, gender, gender identity/expression, sexual orientation, religion, economic status, age, cultural group, or any other identifiable characteristics.

BIENNIAL:

An event that takes place every other year.

BODY CAVITY SEARCH:

An inspection, probing or examination of the inside of a person's anus, vagina or genitals for the purpose of determining whether such person is concealing evidence of a crime or other contraband.

C

CHAIN OF COMMAND:

Clear lines of authority and the organizational functions for which the agency is responsible.

CHIEF EXECUTIVE OFFICER (CEO):

The duly authorized top administrator of the law enforcement agency and is the highest-ranking executive for the law enforcement agency who possesses ultimate command authority for the operation of the agency.

CHOKEHOLD:

The application of any pressure to the throat, windpipe, or carotid, which prevents or reduces intake of air, or oxygen to the brain.

CIVILIAN:

A non-sworn employee or any member of the public having no arrest authority. Civilians may be employed or affiliated with a law enforcement agency in a variety of supporting roles and may be uniformed but lack the authority to make a full-custody arrest.

CODE OF CONDUCT:

A code of conduct is a set of rules around behavior and appearance for all employees to follow within the organization. The code acts as a standard that employees need to meet so that they can know what is expected of them.

CODE OF ETHICS:

A set of guiding principles that outline the values, duties, and responsibilities expected of law enforcement professionals. This code is designed to promote integrity, professionalism, and accountability within law enforcement agencies.

COMPLAINT:

An allegation of misconduct, malfeasance, violation of law or agency directives, against any member of the agency, or against the agency itself.

COMPLIANCE:

Adherence to its established standards and accreditation requirements. This involves law enforcement agencies demonstrating that they meet specific criteria in areas such as policies, procedures, training, and overall operations.

CONSENT:

An agreement given voluntarily, freely and knowingly by a person of sufficient mental capacity to make an intelligent choice to do something proposed by another. Consent is implied in every agreement.

CONFLICT:

A situation in which there are opposing interests, goals, or values among individuals or groups. Conflicts can arise in various scenarios

CONTINUOUS:

Uninterrupted in time; without cessation.

CONTRABAND:

Any item that is illegal to possess or produce, to include items that are not permitted within a holding facility because of their possible use to disrupt security measures within the facility. The possession of which by such person is contrary to law or regulation.

COUNSELING:

The giving of advice; advising. As used: discussions between the rated employee and rater leading to advice to the former concerning performance or career development.

CRIMINAL INTELLIGENCE:

Information which is gathered, analyzed, and/or disseminated in an effort to anticipate, prevent, or monitor criminal activity.

CRITICAL INCIDENT:

An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can include major disasters, emergencies, terrorist attacks, terrorist threats, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response, such as major planned events and law enforcement incidents.

CUSTODY:

Legal or physical control of a person in an area or facility or while in transit; legal, supervisory, or physical responsibility for a person.

D

DAY:

A single consecutive 24hr period.

DEADLY FORCE:

That degree of force which a reasonable and prudent person would consider likely to cause death or serious physical injury. RSA 627:5

DEPENDENTS:

Refer to any natural or adoptive child or stepchild who has not terminated high school education or reached the age of 18 years, whichever is later, or becomes married or otherwise emancipated, or becomes a member of the armed services. It can also refer to any person who is wholly or partially dependent upon the suspect or victim for care and support when the crime was committed.

DE-ESCALATION:

The application of verbal and non-verbal techniques or strategies to reduce the intensity of an interaction(s) and potential for physical altercation.

DETAINEE:

A person in the custody of agency personnel and whose freedom of movement is at the will of agency personnel.

DISPATCH CENTER:

A facility responsible for receiving, processing, and disseminating information related to emergency and non-emergency calls for service. The dispatch center plays a crucial role in ensuring effective communication

between the public and law enforcement agencies, as well as coordination, and response to incidents in the community.

DOCUMENT:

The process of creating a written or digital record that captures essential information.

DOMESTIC VIOLENCE:

Means abuse as defined by RSA173-B:1, I "Abuse" means the commission or attempted commission of one or more of the acts described in subparagraphs (a) through (h) by a family or household member or by a current or former sexual or intimate partner, where such conduct is determined to constitute a credible present threat to the petitioner's safety. The court may consider evidence of such acts, regardless of their proximity in time to the filing of the petition, which, in combination with recent conduct, reflects an ongoing pattern of behavior which reasonably causes or has caused the petitioner to fear for his or her safety or well-being:

- (a) Assault or reckless conduct as defined in RSA 631:1 through RSA 631:3.
- (b) Criminal threatening as defined in RSA 631:4.
- (c) Sexual assault as defined in RSA 632-A:2 through RSA 632-A:5.
- (d) Interference with freedom as defined in RSA 633:1 through RSA 633:3-a.
- (e) Destruction of property as defined in RSA 634:1 and RSA 634:2.
- (f) Unauthorized entry as defined in RSA 635:1 and RSA 635:2.
- (g) Harassment as defined in RSA 644:4.
- (h) Cruelty to animals as defined in RSA 644:8.

E

EARLY INTERVENTION SYSTEM:

A data-driven tools used by agencies to identify officers who may be at risk of misconduct, public complaints, use of force incidents, or other negative outcomes. The system can also be used to identify employees in order to receive awards or other similar recognition.

EMERGENCY:

A situation that poses an immediate risk to health, life, property, or the environment, requiring urgent intervention. Emergencies can encompass a wide range of incidents, including natural disasters, medical crises, fires, violent situations, and other events that necessitate a rapid response from emergency services. Effective management of emergencies involves coordination among various agencies and timely communication to ensure the safety and well-being of individuals and the community. Appropriate agencies must be prepared to respond quickly and efficiently to protect lives and property during such critical situations.

EMPLOYEE:

All employed by an agency, regardless of role or function.

EMPLOYEE ASSISTANCE PROGRAM (EAP):

A program that provides support to employees and their families for various personal and professional challenges in order to promote the well-being of employees, enhance productivity, and create a supportive work environment.

EQUIPMENT:

Any tools, devices, or apparatus that are used to carry out agency functions. This can include everything from vehicles and firearms to communication devices and protective gear. Equipment is crucial for operational effectiveness and must be maintained and managed according to established policies and standards to ensure safety and efficiency.

EVALUATE:

A careful appraisal and study to determine the significance and/or worth or condition, and to draw conclusions pertaining to an item, project, or undertaking.

EVIDENCE:

Any item that is reasonably believed to relate to the commission of any crime or possible crime, or that may tend to establish the guilt or innocence of any person on a criminal charge, that is recovered, seized, found, abandoned, impounded or in any other manner comes into the custody of any employee of this department through the performance of their official duties.

EXCULPATORY EVIDENCE SCHEDULE (EES):

Once known as the "Laurie List," as a result of the intersection of the *Brady* rule and the imputed knowledge doctrine, the EES alerts prosecutors to the need to inquire into whether an officer's personnel file might contain exculpatory evidence including impeachment evidence which must be disclosed to ensure due process of law.

EXIGENT CIRCUMSTANCES:

Situations that demand unusual or immediate action. Situations in relation to justification for warrantless arrest or search refers generally to "those situations in which law enforcement agents will be unable or unlikely to effectuate an arrest, search or seizure for which probable cause exists unless they act swiftly and without seeking prior judicial authorization". (When 'the delay caused by obtaining a search warrant would create a substantial threat of imminent danger to life or public safety or likelihood that evidence will be destroyed' *State v. Stern* 150 NH 705, 709)

F

FIELD PERSONNEL:

Members who, by virtue of their assignment, have routine contact with the general public while not in a traditional office setting. Field personnel may be sworn or non-sworn.

FIELD TRAINING:

A structured and closely supervised program provided to new/recruit officers to facilitate the application of skills and knowledge obtained in the academy/classroom to actual performance in on-the-job situations.

FIELD TRAINING OFFICER (FTO):

An officer who has been selected and trained to deliver the field training program to new/recruit officers.

FIREARM:

A weapon incorporating a metal tube from which bullets, shells, or other missiles are propelled by explosive force, such as a rifle, pistol, or other portable gun.

FOLLOW-UP INVESTIGATION:

A systematic process that law enforcement agencies undertake to gather additional information and evidence after an initial report or preliminary investigation of an incident.

FUNCTION:

A general term for the required or expected activity of a person or an organizational component, e.g., patrol function, communications function, the planning function, the crime analysis function.

G

GOALS AND OBJECTIVES:

A goal is an outcome you want to achieve, while an objective is a specific and measurable action that can be reached in a short amount of time, often related to a goal. When written out, goals are typically broad statements rather than a step-by-step process.

GRIEVANCE:

Generally, a grievance is a complaint filed by an employee. The term refers to agencies who operate under a collective bargaining agreement as well as those agencies that have no such agreements.

GUIDANCE:

Guidance assists agencies in meeting compliance with each particular standard. Guidance is "suggested" and "non-mandatory" and will provide useful information to the agency when creating their written directives.

GUIDELINES:

Statements, past practices, or other indications of policy or procedure, used to determine a course of action.

H

HARASSMENT:

Unwelcome conduct that is based on a protected characteristic, such as race, gender, or religion, and that creates a hostile or intimidating environment. This can include actions or communications that are offensive, demeaning, or disruptive.

HAZARD:

Situations, environments, or materials that pose a potential risk to the safety and health of officers, the public, or the environment. These hazards can include physical, chemical, operational or behavioral.

I

IN-SERVICE TRAINING:

On-going training received by agency employees to enhance knowledge, skills, or abilities to assist in the delivery of their assigned duties and responsibilities and may be conducted as the agency dictates as long as it meets current NHPSTC standards. Training may include periodic retraining or refresher training, specialized training, career development, promotional training, advanced training, and shift briefing training.

INSPECTION:

A careful and critical examination; a formal review of all components of a particular requirement and an examination of their application.

INCIDENT:

An event that requires law enforcement action, documentation, or the dispatching of agency personnel in response to citizen requests for law enforcement services. This includes any incident, whether criminal or non-criminal, which involves a response to the scene, an investigation, or the preparation of an oral or written report.

INCIDENT COMMAND SYSTEM (ICS):

A system for command, control, and coordination of a response that provides a means to coordinate the efforts of individual persons and agencies as they work toward the common goal of stabilizing an incident while protecting life, property and the environment. There are five major components: command, planning, operation, logistics, and finance/administration.

INFORMANT:

A person who gathers and provides information to an agency, often secretly, in exchange for personal gain, such as cash or leniency in punishment for his/her own crimes. Unlike witnesses, informants are motivated by self-advancement.

INSPECTION:

A critical examination; a formal review of all components of a particular requirement and an examination of their application.

INSTRUCTOR:

A person who educates others or teaches a skill such as driving or self-defense. Synonymous with trainer.

INTERROGATION:

A type of interview that is accusatory and persuasive in nature and is conducted for the purpose of eliciting a confession. A suspect need not be in custody for an interrogation to occur.

INTERVIEW:

A conversation between officers and persons who are thought to have knowledge sought by the officer, whether those persons are victims, witnesses, suspects, or anyone who may possess relevant information.

An interview may be relaxed and informal or highly structured and formal, depending on the circumstances. Interviews also include conversations between two parties to gain further knowledge on a topic.

INVENTORY:

A detailed, itemized list, report, or record of items in one's possession or the process of making such a list, report, or record.

IN WRITING:

Documented communication in a readable format either on paper or by electronic communication and is capable of being printed onto paper.

J

JOB DESCRIPTION:

An official written statement setting forth the duties and responsibilities of a job, and the skills, knowledge, and abilities necessary to perform it.

JOB RELATED:

A procedure, test, or requirement either predictive of job performance or indicative of the work behavior expected or necessary in the position.

JUVENILE:

A person who has not attained his eighteenth birthday.

L

LAWFUL ORDER:

Any order, directive, policy or instruction given by an authoritative source or given to ensure compliance with federal, state or local law which may be conveyed verbally or in writing.

LESS LETHAL FORCE:

That degree of non-deadly force, which will have a potential for causing injury, but a minimal probability of causing serious bodily injury or death. The terms "non-deadly force," "less- than-lethal force" and "less-lethal force" are considered synonymous and may be used interchangeably.

LESS LETHAL WEAPON:

A weapon that is not likely to cause death or serious bodily harm.

LESSON PLAN:

A written guide including instructor responsibilities, covered subject matter, objectives, utilized learning platforms and evaluation methods.

LINE-UP/ SHOW-UP:

An identification procedure in which a live presentation of a number of people or an array of photographs/video/audio, of the suspected perpetrator and other persons not suspected of the offense, are displayed to an eyewitness for the purpose of determining whether the eyewitness identifies the suspect as the perpetrator.

M

MENTAL ILLNESS:

Mental illness is defined by RSA 135-c:2 as a substantial impairment of emotional processes, or of the ability to exercise conscious control of one's actions, or of the ability to perceive reality or to reason, when the impairment is manifested by instances of extremely abnormal behavior or extremely faulty perceptions.

MONTHLY:

Occurring every single (1) month or twelve times a year.

MUTUAL AID:

A formal agreement or arrangement among emergency responders to lend reciprocal emergency management across jurisdictional boundaries when required either by an emergency or disaster that exceeds local resources. This assistance includes, but is not limited to, such resources as facilities, equipment, services, supplies, and personnel.

N

NON-SWORN:

A full or part-time person who is not a sworn law enforcement officer and does not possess arrest powers.

O

OBJECTIVE:

An objective is an end or result that one intends to attain in order to achieve partial fulfillment of a goal. An objective is a means to attain a goal, and therefore, requires a shorter time to accomplish than does a goal. Objectives should be simple, reasonable, attainable, measurable, and time restricted

ON-CALL/CALLED IN:

A period when a member is off duty but available for calls, if needed.

OFF-DUTY:

The period of time during which members or employees would not normally be required to be actively engaged in the performance of their duties and functions.

ORGANIZATIONAL CHART:

A visual representation or diagram that depicts the structure of an organization. It provides a hierarchical view of the relationships and reporting lines between various individuals, departments, or units within an organization.

P

PART-TIME OFFICER:

Any sworn person employed or appointed less than full time by an employing agency authorized to make arrests and whose primary responsibility is the prevention and detection of crime or the enforcement of the penal, criminal, traffic, or highway laws of the state and is subject to PSTC Pol 302.11.

PATROL:

The deployment of officers to repress and prevent criminal activities, investigate offenses, apprehend offenders, and furnish day-to-day law enforcement and/or security services to the campus.

PERFORMANCE APPRAISAL:

A formal process used to measure the level of effectiveness of an employee and to improve future work habits. Measurable and job-related objectives are used to measure work performance.

PERSONNEL ORDER:

Established interdepartmental communication that may be issued by the Chief of Police or designee, to make immediate changes to personnel status including work assignments, promotions, collateral duties, new hires, terminations and extended leaves.

PLAN:

A detailed scheme, program, or method worked out in advance for the accomplishment of an objective, proposed or tentative project, or goal. A plan may be a systematic arrangement of details, an outline, a drawing or a diagram.

POLICY:

A policy mandates, specifies, or prohibits conduct in order to enhance the agency's mission, ensure coordinated compliance with applicable laws and regulations, promote operational efficiency, and/or reduce risk and liability.

PRELIMINARY INVESTIGATION:

Generally, the activity that begins when personnel arrive at the scene of an incident. The activity should continue until such time as a postponement of the investigation or transfer of responsibility will not jeopardize the successful completion of the investigation.

PRIMARY PROPERTY CUSTODIAN:

The person who holds authority for the day-to-day supervision and operation of the property and evidence function.

PROCESS:

A series of actions, steps, or operations designed to achieve a particular outcome or objective. This can include procedures related to various functions, such as evidence processing, investigations, training, and community engagement. The emphasis is on the systematic and organized approach to carrying out tasks to ensure consistency, accountability, and effectiveness.

PROCESSING:

Includes pre-booking activities involving detainees in custody, after which detainees may either be released from custody by one of several means or be escorted to a holding facility, at which time they would be booked.

PRISONER:

An individual confined in a correctional facility under the legal authority (jurisdiction) of state and federal correctional officials.

PROBATIONARY PERIOD:

A specific period of time, usually between six months to a year, during which the CEO will decide whether the employee possesses the right skills, attitude and behavior to do the job. Probationary periods may differ based on whether contractual agreements are in place and may also include a set period of time subsequent to promotion, or disciplinary probation periods imposed to determine suitability for continued employment.

PROCEDURE:

A description of the operational processes necessary to implement policy or organizational process.

PROFICIENCY:

The degree of competence or skill a person has attained.

PROPERTY:

Any item recovered, seized, found, abandoned, impounded or in any other manner comes into the custody of any employee of this department through the performance of their official duties but is not related to crime, or would be used in a criminal court proceeding.

PSYCHOLOGICAL ASSESSMENT:

A systematic evaluation of an individual's cognitive, emotional, and behavioral functioning. It involves the use of various tools and methods to gather information about a person's psychological state and identify potential mental health issues, strengths, and challenges.

PURSUIT:

An active attempt by a law enforcement officer, operating in a law enforcement vehicle or on foot, to apprehend one or more individuals of another moving vehicle or on foot, where subject(s) fleeing is aware of the attempt and is resisting apprehension.

Q

QUARTERLY:

Occurring every three (3) months or four times a year.

R

RATER:

The individual who conducts the first-level evaluation of an employee's performance, typically the employee's immediate supervisor or another employee with the best first-hand knowledge of the employee's performance.

REASONABLE:

A standard used to evaluate actions or decisions, generally implying that they are fair, appropriate, and based on sound judgment under the circumstances. This concept often relates to the reasonableness of use of force, searches, and other law enforcement actions, where the assessment considers factors like officers training and experience, situation's context, the potential threat, and the necessity of the action taken.

REMEDIAL TRAINING:

Designed to correct the behavior of personnel who have deficiencies in the performance of their assigned duties with the skill, knowledge and/or ability expected and/or required of them or have otherwise demonstrated a need for additional training.

RESTRAINING DEVICE:

Equipment used to restrain the movement of the prisoner, such as handcuffs, flex-cuffs, waist chains, ankle chains, restraining straps, strait jackets, or tie-down stretchers.

REVIEW:

A formal examination or study, with the possibility of instituting change, if necessary. A review is less critical or analytical than an "analysis."

ROADBLOCKS:

Any method, restriction, or obstruction used or intended to prevent free passage of motor vehicles on a roadway to affect the apprehension of an actual or suspected violator in a motor vehicle.

RULES AND REGULATIONS:

Specific guidelines describing allowed and prohibited behavior, actions, or conduct.

S

SEARCH:

The systematic process of looking for specific information, objects, or individuals. It can encompass various contexts and methods.

SECURE STORAGE:

Reasonable measures taken to ensure the safety and maintain the chain of custody and integrity of property and evidence within the agency's custody.

SEMI-ANNUAL:

Occurring every six (6) months or twice a year.

SELECTION CRITERIA:

Rules, standards, procedures, or directives upon which a judgment or decision concerning employment can be based.

SELECTION PROCESS:

The combined effect of components and procedures leading to the final employment decision, including minimum qualifications, e.g., education, experience, physical attributes, citizenship, residency-written tests,

performance tests, oral exams, interviews, background investigations, medical exams, polygraph tests, police academy ratings, probationary period ratings, personality inventories, interest inventories, psychiatric evaluations, veteran's preference, cut-off scores, and ranking procedures.

SHIFT BRIEFING:

A short briefing with employees to ensure a proper exchange of information pertaining to organizational and community needs. Often referred to as "roll call".

SKILLS, KNOWLEDGE, AND ABILITIES:

Skills are the proficiency with which an individual performs. Knowledge is a body of information, or the understanding gained through learning, education, experience, or associations. Abilities are processes required to perform various job responsibilities.

SOCIAL MEDIA:

The means of personal and professional interactions among employees when generally speaking to the creation, sharing, and/or exchanging of information and ideas virtually.

SPECIAL EVENTS:

An activity that results in the need for control of traffic, crowds, or crime. Special events are normally time specific, short duration events, but may be extended over a longer period.

SPECIALIZED ASSIGNMENT:

An assignment often characterized by increased levels of responsibility and specialized training, but within a given position classification; a specialized assignment may involve higher pay or additional benefits.

SPECIALIZED TRAINING:

Training to enhance skills, knowledge, and abilities taught in either recruit or other in-service programs. Specialized training may address supervisory, management, and/or executive development training, or it may include technical and job specific subjects such as K-9 Officer, Detective, Motorcycle Officer, Traffic Accident Investigator, Information Technology Specialist, and School Resource Officer etc.

SPECIAL ORDER:

A statement of policy, procedure, or other instruction issued by the CLEO regarding a special circumstance or event and is of a temporary nature.

SPECIAL SECURITY MEASURES:

Enhanced practices or tools designed to protect sensitive information or property, that go beyond standard security protocols

STANDARD:

A term referring to recognized best business practices in law enforcement as determined by the Commission.

STRIP SEARCH:

A search for evidence of a crime or other contraband requiring an individual to remove or arrange some, or all, of his or her clothing in order to permit a visual inspection of the underclothing, breasts, buttocks, or genitalia.

SUPERVISOR:

An employee responsible for the day-to-day performance of a group, function or unit, whose job is to oversee and guide the work or activities of a group of other people.

SWORN:

Any person appointed as full-time or part-time employee, who has been certified as a Law Enforcement officer by the New Hampshire Police Standards and Training Academy. The term 'Sworn' excludes Bailiffs and Court Security.

T

TACTICAL TEAM:

A select group of officers who are specially trained and equipped to handle critical incidents such as high-risk warrant services, barricaded subjects or hostages etc.

TEMPORARY DETENTION:

A location within the law enforcement agency, which is used for a brief period to process, question, arraign, bail or test individuals who are in the custody or care of the law enforcement agency. These areas would only be used for a brief time until the processing is completed prior to the release of the person or transfer to another facility.

V

VICTIM:

Someone who has been directly harmed by a crime, either physically, emotionally, or financially.

W

WARNING SHOT:

A gunshot, fired into the air or a nearby object, intended to be harmless but used to call attention and demand some action of compliance.

WEAPON:

Any implement or device that can be used with the intent to inflict damage or harm.

WITNESS:

A person, or persons, having information or evidence relevant to a crime.

WRITTEN DIRECTIVES:

Any written document used to guide or affect the performance or conduct of agency personnel. The term may include policies, procedures, personnel order, general orders, special orders, memorandums, and instructional training material.

OTHER IMPORTANT TERMS

MODAL VERBS:

Situation	Model Verb	Example
Request / Permission / Possibility (formal)	MAY	Officers MAY issue a warning before making an arrest.
Request / Permission / Possibility (informal)	CAN	Police CAN detain a suspect if they have probable cause.
Request (polite)	WOULD	In a serious case, the prosecutor WOULD seek the maximum penalty.
Obligation (full)	MUST SHALL WILL	Officers MUST follow proper procedures when conducting a search. The officer SHALL inform the suspect of their rights upon arrest. The agency WILL investigate all reports of suspicious activity.
Logical Conclusion (weaker than must)	SHOULD	Employees SHOULD receive regular training to stay updated on changes.