



Psychiatric Security Review Board

GUIDE TO REMOTE HEARINGS

Oregon Psychiatric Security Review Board
PSRB@PSRB.OREGON.GOV | (503) 229-5596

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Introduction

The Psychiatric Security Review Board (PSRB) began utilizing remote hearings in response to the Covid-19 pandemic in 2020. Since that time the PSRB has identified many benefits to remote hearings, such as ease of access and less disruption to persons under the Board's jurisdiction, community providers, state hospital staff, and victims.

The PSRB will be moving forward with continuing to conduct all hearings remotely and will not be resuming in-person hearings, except for specific circumstances. For more information, please refer the following Oregon Administrative Rules pertaining to remote hearings:

- [OAR 859-050-0100](#)
- [OAR 859-200-0046](#)
- [OAR 859-550-0100](#)
- [OAR 859-300-0210](#)
- [OAR 859-400-0210](#)

The term "remote hearing" is used throughout this guide to refer to hearings before the PSRB conducted via video teleconference utilizing Microsoft Teams (hereafter referred to as "Teams"). Teams allows participants to join the hearing using video and/or audio from a desktop computer, laptop, tablet, smartphone, or dial-in to a hearing from a telephone.

This guide will provide participants with step-by-step instructions on how to use Teams and minimize technical issues. If at any point you run into an issue during a hearing and lose connectivity, please contact the PSRB immediately at: [503-229-5596](tel:503-229-5596) and ask to speak with the PSRB Hearings Officer or designee.

Best Practices

- Ensure that you have a reliable internet connection, and your device is fully charged and/or plugged in prior to the hearing.
- If your internet connection is not consistently reliable it is recommended that you appear by video but call into the hearing using your phone for better audio quality.
- Use earbuds or headphones that have a microphone to ensure that your audio is clear.
- Ensure you are in a quiet space and that your microphone is muted when you are not speaking.
- Have your video on throughout the hearing if possible. This is to ensure active engagement and a better hearings experience for all participants.

- You do not need to download the Teams application onto your preferred device before the hearing, but it may aid in a faster connection and ease of access for many users. You can download Teams by visiting their [website](#). Participants do not need to have a Teams account to use the application.

If you choose to not download the application, you can connect to Microsoft Teams via the web when clicking on the “Join Microsoft Teams Meeting” link in the Microsoft Teams meeting invitation.

How to Participate

You will receive an email from the PSRB containing a link to the hearing with the docket. If you cannot locate this email or cannot locate the Teams link, the link will also be available on the PSRB’s [website](#).

Joining the Hearing

There are three ways to join the hearing: Join by Link, Join Using Link & Phone, and Join Using Phone.

Option #1: Join by Link

Choose this option if you have internet access for a device with a camera, microphone, and speaker.

Participants can join a Teams hearing from a desktop, laptop, tablet, or smartphone via the purple “Join Microsoft Teams Meeting” link included in the email from the PSRB or available on the PSRB’s website.

1. Select “Click here to join the meeting”

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

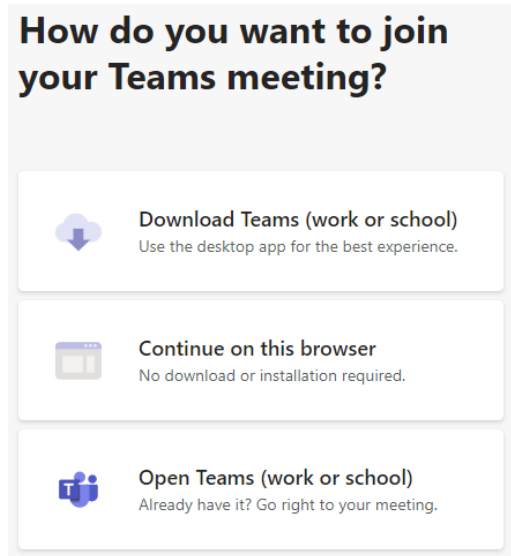
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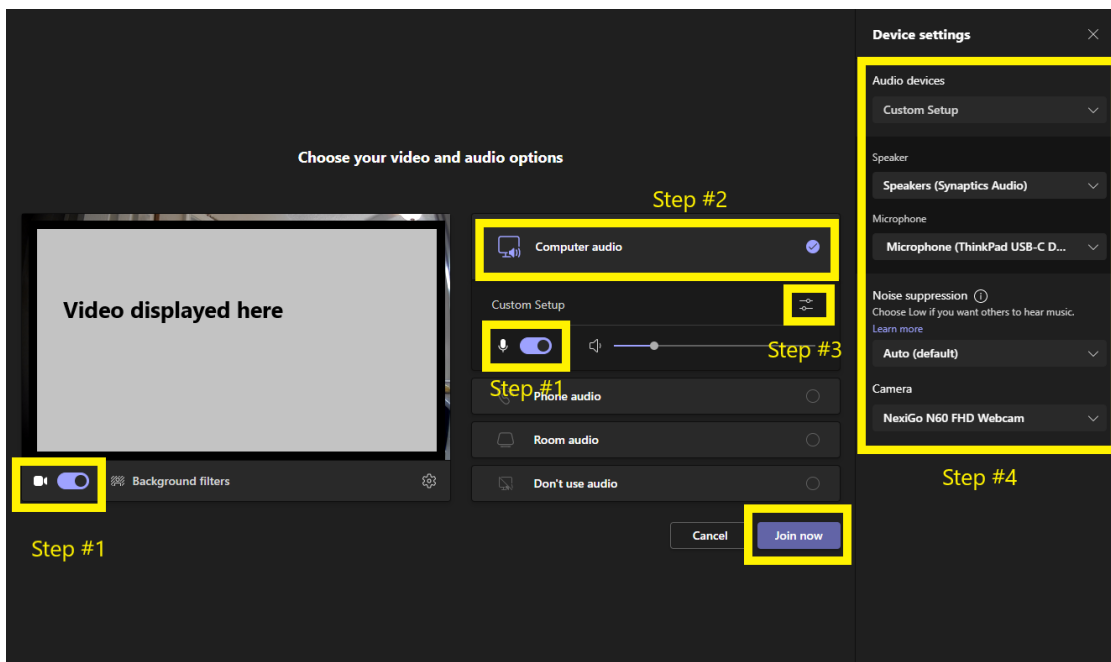
[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

2. Select “Open Teams” if you have downloaded the Teams application. Select “Continue on this browser” if you have not downloaded the Teams application.



3. You will be taken to the following screen (see below).
 - Step #1: Ensure your camera is on and your microphone is muted (purple toggle means that it is on).
 - Step #2: Connect via computer audio.
 - Step #3: Check your audio settings.
 - Step #4: Verify that you have selected the correct speakers, microphone, and camera.



4. Select the purple “Join now” button to join the hearing.
5. Once the PSRB Hearings Officer admits you to the meeting and you have been successfully connected, you will see the video or icon of participants and the meeting controls.

Option #2: Join by Link & Phone

Choose this option if you have internet access for a device with a camera but wish to use a phone for audio and microphone.

Participants can join a Teams hearing from a desktop, laptop, tablet, or smartphone via the purple “Join Microsoft Teams Meeting” link included in the email from the PSRB or available on the PSRB’s website.

- Select “Click here to join the meeting”

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

+1 503- [REDACTED] United States, Portland




Phone Conference ID: 916 607 112#

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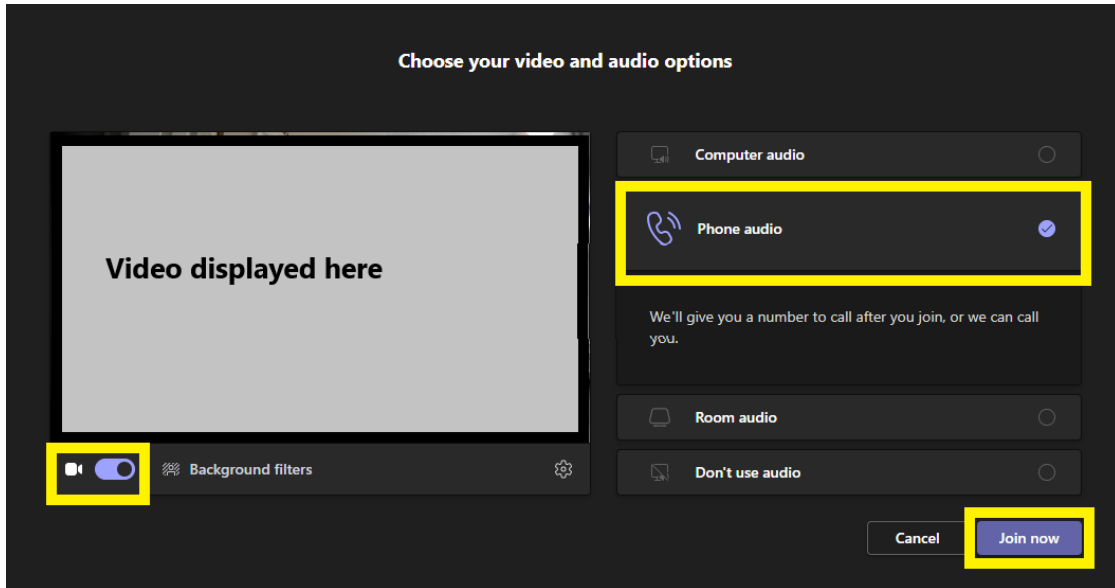
[Learn More](#) | [Meeting options](#)

- Select “Open Teams” if you have downloaded the Teams application. Select “Continue on this browser” if you have not downloaded the Teams application.

How do you want to join your Teams meeting?

-  **Download Teams (work or school)**
Use the desktop app for the best experience.
-  **Continue on this browser**
No download or installation required.
-  **Open Teams (work or school)**
Already have it? Go right to your meeting.

- You will be taken to the following screen (see below).
 - Ensure your camera is on and your microphone is muted (purple toggle means that it is on).
 - Connect via phone audio.
 - Select “Join now”. You will be able to call in or have Teams call your phone directly after you’ve been admitted to the hearing by the PSRB Hearings Officer.



Option #3: Phone Only

Choose this option if you do not have internet access or do not have a device with a camera, microphone, and/or speaker.

1. Call into the hearing by dialing the number in the meeting invite below “Or call in (audio only)”.
2. When prompted, enter the phone conference ID number.
3. Mute your phone upon entering. The PSRB Hearings Officer will ask that all participants appearing by phone introduce themselves.

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only) |

+1 503-██████████ United States, Portland

Phone Conference ID: 298 890 469#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

Participant Controls

Below are a list of controls that are available when joining the hearing by selecting Options 1 & 2 (above).

Enabled Features (outlined in yellow)

#1 Show Participants

- Allows you to see who is present during the hearing.

#3 Raise Hand

- Raise your hand to get the PSRB Hearings Officer's attention.

#5 Video

- Turn your video on and off.

#6 Microphone

- Turn your microphone on and off.

#8 Leave

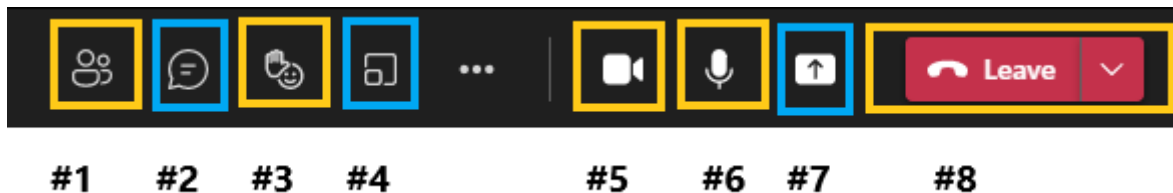
- Will leave the Teams hearing.

Disabled Features (outlined in blue)

#2 Chat

#4 Breakout Rooms

#7 Share Screen



Conducting a Remote Hearing

Similar to an in-person hearing, the PSRB Hearings Officer will run the logistics of the Teams hearing. The Hearings Officer will:

- Admit participants into the Teams hearing through the virtual lobby.
- Record the hearing (audio and video) when on the record and stop the recording when off the record.
- Direct participants through the hearing process and to its completion.

Guidelines for Participants, Attorneys, Witnesses, & Victims

1. After notifying the Board that the person who is the subject of the hearing wishes to confer with their attorney privately, it is advised that the attorney ensure that they are on mute, turn their video off, and call their client directly or utilize another means of communication outside of the Teams hearing.
2. All parties to the hearing will be provided with the exhibits electronically prior to the hearing.
3. The chat function of Teams will be disabled during the hearing. If for whatever reason it is unable to be disabled due to technical difficulty, the chat function will not be used.

Privacy & Safety in Remote Hearings

Hearings can be observed by any member of the public. All persons should be mindful of their surroundings when participating in remote hearings by considering the following:

- If joining the hearing using video, consider turning on background blur or sitting in front of a neutral background such as a blank wall, blind, or door.
- Ensure that you are in a private space, free of distractions or other individuals.
- Hearings can be observed by any member of the public.

Questions?

If you have any questions regarding remote hearings, please contact the PSRB by phone or email:

503-229-5596

psrb@psrb.oregon.gov