



# Guide to Remote Hearings

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## Psychiatric Security Review Board

Updated March 6, 2026

## Introduction

As a Statewide agency, the Psychiatric Security Review Board (PSRB) has a long-established practice of holding several of its hearings remotely. With the onset of the COVID-19 pandemic in March 2020, the PSRB used this practice exclusively. 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.

After considering the benefits and costs of this change with our partners, on November 18, 2021, the PSRB formally voted during its public meeting to adopt a remote hearings practice indefinitely. In other words, the PSRB will not be resuming in-person hearings, except for limited 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.

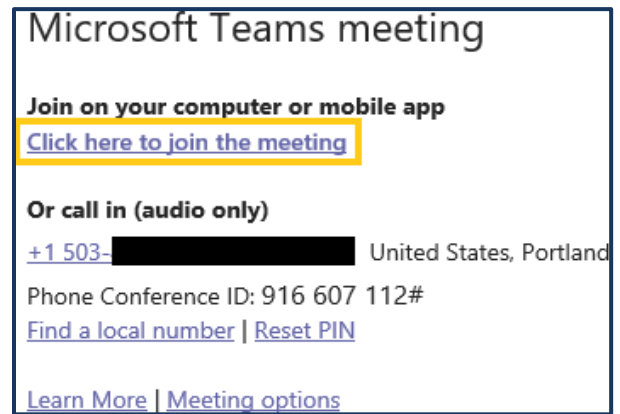
## How to Participate

Upon invitation or request, 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, please email [psrb@psrb.oregon.gov](mailto:psrb@psrb.oregon.gov) or call 503-229-5596.

## Joining the Hearing

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



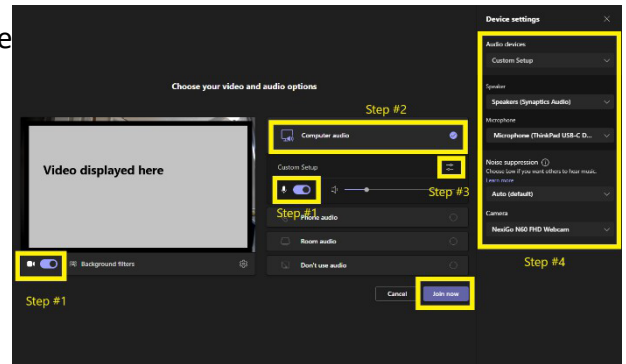
3. You will be taken to the screen to the right.

**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. If you wish to use the phone audio rather than computer audio, select “Phone audio” at this step.

**Step #3:** Check your audio settings.

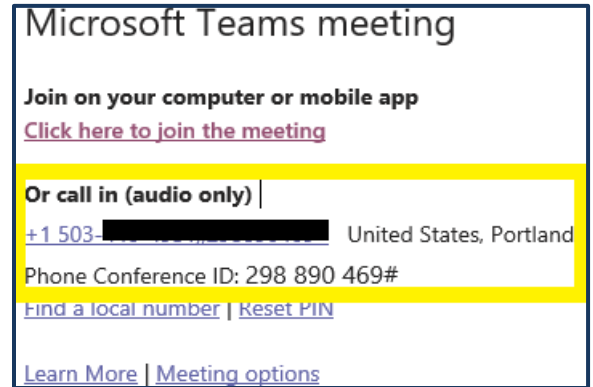
**Step #4:** Verify that you have selected the correct speakers, microphone, and camera.



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

While the Board expects all parties, clients, and witnesses appear via video, appearance by phone may be authorized. To access the hearing by phone:

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. PSRB staff may ask participants appearing by phone introduce themselves.



## Participant Controls

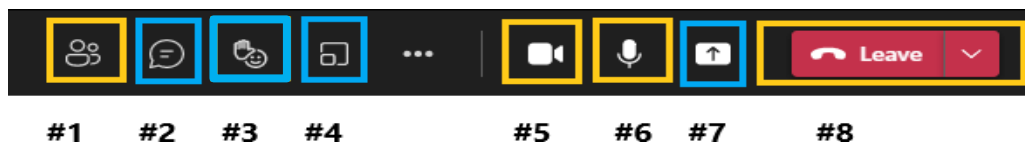
The following is a list of controls available when joining the hearing:

### Enabled Features (outlined in yellow)

- #1 **Show Participants:** Allows you to see who is present during the hearing.
- #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**
- #3 **Raise Hand**
- #4 **Breakout Rooms**
- #7 **Share Screen**



## Conducting a Remote Hearing

PSRB staff run the logistics of the Teams hearing. The PSRB hearings staff will:

- Greet hearing participants and confirm their audio and video are working.
- 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.
- Coordinate Board deliberations using break-out rooms.
- Coordinate recesses for defense counsel to confidentially consult with a client as needed.
- Coordinate breaks.

## Guidelines for Participants, Attorneys, Witnesses, & Victims

1. **Appearance and Video:** Board members, attorneys, clients, and witnesses are expected to appear by videoconference with cameras on for the duration of the hearing, unless excused by the Board.
  2. **Identification:** All individuals participating in the hearing must identify themselves on the record or have a designated person (such as a Victim Advocate or family member) identify their participation.
  3. **Microphone Use:** Participants must keep their microphones muted unless actively speaking or otherwise directed by the Board. Avoid shuffling papers, typing, or making other distracting noises while unmuted.
  4. **Speaking Protocol:** During the proceedings, participants should speak only when recognized by the Chair or presiding Board member. Do not speak over other participants. Be mindful of potential audio lag and ensure another participant has finished speaking before beginning. When appropriate, pause during argument or examination to allow for objections or clarification. To ensure an accurate official record, participants must refrain from speaking over one another. Be mindful of audio lag and confirm that another participant has finished speaking before you begin. During the proceedings speakers should pause at reasonable intervals to allow for objections, questions, or clarification when appropriate.
  5. **Private Attorney-Client Communication:** When notifying the Board that the individual who is the subject of the hearing wishes to confer privately with counsel, the attorney should mute their microphone, turn off their camera, and communicate with their client by telephone or another method outside of the Teams hearing.
  6. **Exhibits:** All parties and witnesses will be provided with exhibits electronically prior to the hearing. Parties and witnesses are expected to have access to the exhibits during the hearing. Witnesses may not refer to documents or materials that have not been formally entered into the record.
  7. **Witness Source of Information:** When testifying, witnesses must not receive assistance, prompts, or information from any other person, whether present in the room or communicating electronically.
- For questions about remote hearings, please contact the PSRB: (503) 229-5596 or [psrb@psrb.oregon.gov](mailto:psrb@psrb.oregon.gov)

Testimony must be based solely on the witness's own knowledge and recollection.

8. **Witness Form of Testimony:** Witnesses should answer only the question asked and avoid providing lengthy narratives. Written reports and submitted exhibits are already part of the record and should be relied upon for background or detailed information.
9. **Chat Function:** The Teams chat and raised hand function will be disabled during the hearing. If it cannot be disabled due to technical limitations, it must not be used.
10. **Professional Appearance:** Use of video effects, filters, or virtual backgrounds must be professional and appropriate. Any still photograph displayed when a camera is off must also be professional and appropriate. Attire should be suitable for a courtroom setting.
11. **Demeanor:** Remote hearings are formal court proceedings. Participants must remain attentive, refrain from multitasking, be wary of visible reactions, avoid side conversations, and maintain professional tone, posture, and conduct at all times.
12. **Technology and Environment:** Participants should join the hearing early to test audio and video functionality and must not join the hearing from multiple devices simultaneously.

## Privacy & Safety in Remote Hearings

Hearings may be observed by members of the public. All participants are responsible for protecting their own privacy and safety when participating remotely and should be mindful of their surroundings.

**Public Nature of Hearings:** Remote hearings are public proceedings. Anything visible or audible during the hearing may be observed by members of the public.

**Recording Prohibited:** Recording, photographing, screenshotting, or rebroadcasting the hearing in any form is prohibited unless expressly authorized by the Board.

**Private Location:** Participants should join the hearing from a private, quiet space free from distractions and from other individuals who are not authorized to observe or participate in the hearing.

**Background and Surroundings:** If participating by video, consider using background blur or positioning yourself in front of a neutral background (such as a blank wall, door, or closed blinds). Ensure that no personal, sensitive, or identifying information is visible.

**Audio Awareness:** Be aware of what may be overheard through your microphone, including conversations, background noise, or identifying information about your location or surroundings.

**Personal Safety:** Participants should take reasonable steps to ensure their physical safety when joining remotely and should not participate from locations where confidentiality, privacy, or safety cannot be maintained.