

Hapi User Guide

Non-emergent resources for the people you meet in the field, supporting the CSWB referral process.

Your texts aren't shared with PRP management.



Text Hapi at

1-587-881-7801

1

Save Hapi to your Contacts

Tap the contact card in Hapi's first text and save it – then it's there every shift, no app to open.

2

Text Hapi

A **need** + a **location**. Hapi covers shelter, food, clothing, mental health, addictions, DV & gender-based violence, youth & senior supports, newcomer services, and more across Peel. Not sure it's covered? Ask – if it's a Peel community resource, Hapi will usually find it.

3

Refine the Resources (as needed)

Responses arrive in **approximately 30 seconds** with a numbered list of resources. Text Hapi back to **narrow results** ("virtual only," "in Punjabi"), **ask for details** ("more on eligibility information for #2"), **get more options**, or **ask for something else**.

4

Share with the Person

Text "**share**" and Hapi drafts a clean summary of the resources – **review it**, tell Hapi any edits, then text "**approve**" (or "**exit**" to start over). Nothing goes to anyone until you approve.

Approving creates both a QR code and a web link

QR code – when the person has a phone with internet.

They scan it and the resource page opens on their own phone to keep.

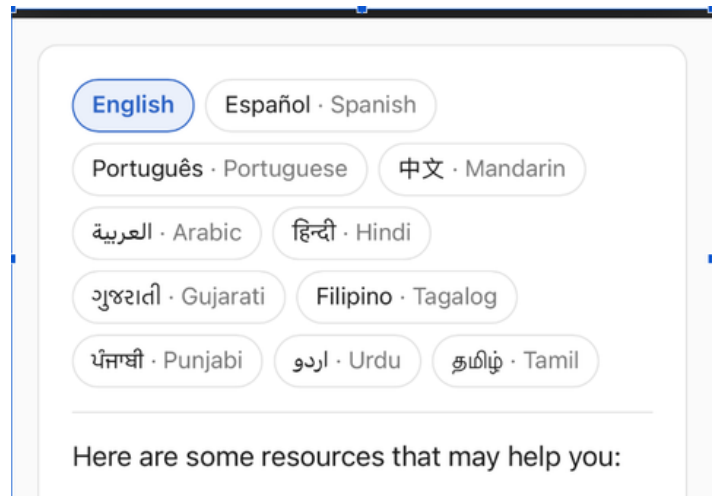
Web link – when they have no internet.

You open it on your screen, set their language if needed, and they take a photo.

Once shared, it translates.

The page opens with a language picker – 11 languages, including Punjabi. If they're scanning the QR on their own phone, they pick the language themselves.

If you've opened the link on your screen, set it for them before they take a photo.



Your Feedback Shapes Hapi



Spot a closed location, wrong hours, or a bad number? Tap and hold the message and thumbs-down it, or send 🙅 – Hapi asks what's off, you tell it, and the next officer gets better info.

Sample requests

- "17 year-old needs mental health support in Port Credit, prefers virtual."
- "Adult woman DV situation near Tomken Road and Bloor Street needs Hindi-speaking support."
- "Senior needs food delivery in Mississauga, mobility issues."
- "Newcomer family of five needs clothing near Britannia."

Use Your Professional Judgement

Hapi **supports** your work – it doesn't replace it. You may decide a different path is better (e.g., contacting **MCRRT** rather than sharing a resource).

🔒 Privacy & Safeguards

No PII – don't enter names, phone numbers, addresses, or health details. Only resource info is shared out – never the language you used. [Full Terms of Use.](#)

🔄 How Current Is It?

Info comes from published sources, so it's only as current as what's online. **Call ahead** to confirm hours, availability, and eligibility before taking someone to a location – Hapi shares this same reminder with community members.

Questions about the pilot? A/Staff Sergeant Chris French 3017@peel.police.ca
Hapi not working right? Jessica DeVries jessica@duologuesystems.ca.