



What it means to be a Multi Provider Contact (MPC)

A person is considered a Multi Provider Contact (MPC) when they hold roles with multiple housing and service providers and participate in each provider's Operational Review with BC Housing.

These roles may be paid or unpaid, and can include positions such as:

- Board member
- Staff or contractor
- Volunteer
- Consultant or advisor

This multifaceted involvement can offer valuable cross-sector insights, experience and collaboration opportunities. However, this access to information also introduces important ethical and operational considerations that must be carefully managed to protect the integrity of all parties involved.

Important considerations around **Conflict of Interest, Confidentiality, Role Clarity** and **Disclosure** must be proactively managed.

Conflict of Interest

A conflict of interest refers to any situation where personal, financial, or relational interests could compromise—or appear to compromise—an individual's ability to act in the best interests of the organization. This applies to directors, officers, employees, members, and their close associates or family members. The standard is not limited to actual conflicts; **even the perception** of undue influence can erode public trust and damage the organization's credibility.

Examples:

- Making decisions that operationally/financially benefit one provider over another.
- Sharing influence or insider knowledge that gives unfair advantage.

Confidentiality

Confidentiality refers to the obligation to protect sensitive, private, or proprietary information from unauthorized disclosure. Maintaining confidentiality is essential to preserving trust, legal compliance, and ethical standards.

Examples include:

- Client or participant data
- Financial records
- Strategic plans
- Internal communications

Role Clarity

Role clarity means having a clear understanding of the responsibilities, boundaries, and expectations associated with each role the individual holds with each Provider. This helps prevent confusion, overlap, or ethical breaches.

Safeguards and Best Practices

1. Disclosure

- Individuals (MPC) should **fully disclose** all affiliations to each provider.
- Organizations should maintain a **register of interests** for transparency.

2. Conflict Management

- Implement and enforce a **Conflict of Interest Policy**.
- Require individuals to **recuse themselves** from decisions where a conflict exists.
- Conduct regular reviews of potential conflicts.

3. Confidentiality Protection

- Require **confidentiality agreements** for each role.
- Use secure systems for storing and sharing sensitive information.
- Avoid discussing confidential matters across organizations.

4. Role Separation

- Clearly define the scope, responsibility and limits of each role.
- Avoid dual roles that could compromise impartiality (e.g., being both a funder and a service provider).
- Provide training on ethical conduct and role boundaries.

Responsibility of the Multi Provider Contact (MPC)

The **individual who is the MPC** is responsible for identifying and managing any risks associated with roles across multiple Providers. This includes:

- **Ensuring full disclosure** of all affiliations
- **Monitoring for conflicts of interest**
- **Maintaining confidentiality protocols**

- **Implementing safeguards** to prevent ethical breaches

BC Housing is not responsible for managing these risks directly. The responsibility lies with the MPC and the Provider organization. Sharing private or sensitive data between providers or with BC Housing without proper authorization could violate confidentiality agreements and privacy legislation.

Therefore, it is critical that:

- The MPC maintains **internal records** of affiliations and disclosures.
- **No confidential information** is shared with BC Housing unless explicitly required and permitted.
- Providers have **clear policies** and **training** in place to support ethical conduct.

Conclusion:

BC Housing's Operational Review process is grounded in integrity, transparency, and accountability. When individuals serve multiple providers, they must manage their roles with heightened awareness of ethical obligations. This includes proactively avoiding conflicts of interest, safeguarding confidentiality, and upholding professional standards.

Multi Provider Contacts (MPCs) play a key role in identifying and mitigating potential risks. At the same time, BC Housing expects each provider to independently maintain ethical practices and transparent operations. While shared roles can offer operational benefits, they require clear role definitions, robust conflict management, and strong confidentiality safeguards to remain effective and compliant.

By prioritizing transparency and ethical conduct, organizations can ensure that multi-provider arrangements support—not compromise—the integrity of the Operational Review process.

Please contact the **PartnerHub Support Team** at operationalreview_support@bchousing.org for more information, if you have any questions or if you are facing system issues.

Please contact your Provider Organization if you have been assigned as MPC by error.