

FREQUENTLY ASKED QUESTIONS



Q. I love the HEROES® program. How do I get involved?

Whether you are a school, organization, parent, community member, or just an individual who wants to help make a positive change in this world, you can get involved with the HEROES series by purchasing an annual license to deliver our programs in a given site. For volunteer information, please contact us at info@impactsociety.com.

Q. What does the HEROES license include?

The license package includes our full suite of offerings: HEROES®, HEROES2, and HEROES AT HOME in a digital format. In addition to the downloadable program materials the license includes: access to online training videos, additional program content resources, pre and post surveys, an online community of other instructors and ongoing support from our team. Everything is located in the [MyImpact](#) portal and right at your fingertips to access, as you need it.

Q. How long is the HEROES license good for?

It is an annual license, and is good for one year from the date registration is confirmed. There are also discounts for multiple year commitments.

Q. What is the value in going digital?

Impact Society has recently made the switch to a digital model of delivery, making it easier for any individual, school, company, organization or family to gain access to ALL of our materials for one annual fee. This enables our clients to get more value and flexibility out of our programs.

Q. What am I agreeing to under the licensing agreement?

Our [Terms and Conditions](#) outline the limitations within our copyright as well as ensures quality of delivery for both us and you. We believe it is comprehensive and intuitive; however, if you have more questions, please give us a call at (403) 280-1856 ext. 22.

Q. What does the training for HEROES look like?

In your license package, you receive access to our online training located in the MyImpact Instructor Portal; empowering you to self-lead or conduct your own in house training. If the experiential live training is of value to you and your staff, see our [Professional Development Package](#) for options, or contact us directly (403) 280-1856 ext. 22.

Q. Do you offer extra support on top of the Licensing agreement?

Yes! We offer Professional Development Learning Sessions, StrengthsFinder Tours, tips for delivery of programs and live trainings. And our knowledgeable Programs team is always here for your continued support during your licensed term.

Q. Do I have to be a school or a teacher to order HEROES?

Any individual, school, company, organization or family can license our suite of program offerings, which can be taken and contextualized to your particular environment to create a culture of strength.

Q. What age groups is HEROES suitable for?

In a school setting, we have found that HEROES is best suited for grade 6-8. HEROES2, built as a follow up to HEROES, is best suited for grades 7-9, depending on which group has previously participated in HEROES. However, it is up to each school or organization to decide what works best for them and to conceptualize the content to fit their demographic. The HEROES series has been taught to children and adults of all ages.

Q. How do I get started?

It's as simple as filling out our online [License Order Form](#). Impact Society will be in touch with you shortly after the form is submitted to get you movin' and shakin'. Or you can always give us a call at 403-280-1856 ext. 22.

Q. When is payment required?

Payment is required upfront and you will be invoiced immediately after you submit a [License Order Form](#). Licensed materials are not received until payment is received. The license date does not come into effect until the day access is granted, not by the date the order is first submitted to ensure you have access to the materials for a full 365 days.

Q. I just need more information on your programs. Where can I find it?

There is a downloadable [Informational Package](#) on our website that contains a summary of each of our programs, sample chapters and video links, letters of reference, information on licensing and measurable outcomes.
