



WANA Community Guidelines

WANA is a community for people with chronic and invisible illnesses looking to heal and learn from one another. By providing educational resources and fostering connection, Wana closes the gap between illness and fear. Wana stands for “We Are Not Alone,” and that idea is at the core of everything we do. We believe that hope and human connection can lead to health and healing, and we’re so glad that you’ve found us and joined the Wana Community.

By participating in the Wana Community, you agree to respect these guidelines. They are a reflection of our intention to create a safe, supportive, accessible, and uplifting space.

Lean into the community’s hopeful, positive vibe.

We know that dealing with a chronic or invisible illness can be really challenging. Everyone here gets it, and knows that chronic illness brings good days as well as bad ones. The purpose of Wana is to share what’s *working*, so together we can all find healing and have more good days. So, share your experiences honestly, but remember that a rising tide (hope!) lifts all boats.

Keep your interactions meaningful.

By keeping your interactions genuine, you’ll find your WanaFam here in the Wana Community. That means not posting content that’s spam-like or repetitive, and not contacting people to promote a product or service. It’s great to share products that have worked for you, but



remember to base your comments on your own experience. We want to help people find hope and healing, and that's hard to do when members have promotional agendas. Just be you...the ad-free version!

Respect all Wana Community members.

The Wana Community is diverse and welcoming of all identities. That means we absolutely don't allow or tolerate hate speech toward any individual or group of individuals. We want every member—regardless of their race, gender, sexual orientation, ethnicity, citizenship, or religious beliefs—to feel at home here. The same goes for people with all kinds of illnesses, conditions, and/or disabilities. There is absolutely no discrimination of any kind allowed in this community. Please be mindful of this each and every time you engage on the Wana App.

Share your experiences and listen to the experiences of others, but remember that it's not medical advice.

This one is pretty simple. No one on the Wana App is qualified to give you medical advice, even if they happen to be a health professional. For medical advice, you should always consult a health practitioner who is familiar with your specific symptoms, diagnosis, and situation.

When posting content, follow Wana's basic (but important!) rules:

- Don't post or DM graphic photos, including photos with nudity.



- Don't post or DM people's confidential contact information.
- Don't post external links on the main thread. External links in subthreads are allowed.
- Don't exceed Wana's 500 character limit on posts on the main thread. Should your post exceed 500 characters, you may continue your post in the subthreads.

We know that mistakes happen, so the Wana App has a three-strike warning system. If your content is reported by fellow WanaMembers three times, you will be removed from the app. We'll get in touch with you each time you receive a warning and tell you why it happened. This way, you can review the guidelines and make sure to follow them going forward. We want you here, and we want it to be a positive experience for all members—you included!

We care about your safety + well-being. Here is how we handle content that mentions self-harm:

Safety is a top priority at Wana; we hide thread posts that encourages suicide or self-injury, including certain real-time depictions that experts tell us might lead others to engage in similar behavior. Self-injury is defined as the intentional and direct injuring of the body, including self-mutilation and suicide ideation. We want Wana to be a space where people can share their experiences, raise awareness about these issues, and seek support from one another, so our Community Management team reaches out to all community members who post self-harm content with helpful, expert resources pertaining to their specific case.



If you see a community member posting content that references self-harm, please report it so that our Community Management team can review the post and provide expert resources to that member.

Know that TeamWana plays an active role in facilitating the Wana Community.

TeamWana, specifically the community management team, can review all user-generated content on the Wana App, including comments, DMs, and reports, which are generated when a member reports content from another member. We can also remove content or members from the app at our discretion, because it's our job to make sure that the Wana Community is a welcoming place for all. For more information about this, you can read our privacy policy.

Know that you also play an active role in your Wana experience!

We want everyone to feel welcomed, safe, and included on the Wana app, and we want it to be a positive experience for all members—you included! If you see someone posting inappropriate content or if someone is sending you unacceptable DMs, please take the following action:

- Report the content to Wana's Community Management team through the "report" feature.
- When appropriate, block the community member using the "block" feature.
- Send WanaMama (Wana's Community Manager) for support when needed.



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We also want community members to have agency over their own experience on Wana, so we encourage users who feel uncomfortable to use the "blocking" feature to ensure safety and a customized experience on Wana. We also want to ensure that the inappropriate user is aware of how their actions make other community members feel, which is why we also encourage uncomfortable users to utilize the "report user" feature. This community is as good as you make it!

Thank you for following these guidelines. The Wana Community is as strong as you make it! If you have questions, please email our Community Management team at hello@joinwana.com