

*Your Comments about Our Staff:* The staff of Heffner's exceeded the expectations of our family and friends. Scott and Allison were there for us every step of the way. We could not have asked for anything better. I feel that if we did ask, they would somehow have made it happen. From the family and friends of Nancy Herbst, thank you.

*Denny Herbst*

*Your Comments about Our Staff:* I worked with Todd Eckert and Allison Duke. I have never felt more listened to or cared about! They made navigating planning the service so easy during a difficult time. Even over a holiday, Todd was always there to answer questions. I appreciate the customer service from everyone.

*Beth Retallack, Sister of the late Dennis L. Deitz, Jr.*

*Your Comments about Our Staff:* Scott and Allison made my family and I feel as though they were putting this event together with us instead of for us. They listened and did not omit any details. Forever grateful.

*Please check the most important reason for selecting us.* Referred by Jennifer Schaeffer.

*Would you refer us to others?* Yes. I would like to give a huge thank you to the Heffner group. They turned an unpleasant event into a positive experience. My wife was known as a stickler for detail and your staff exceeded our expectations. I feel she is smiling with two thumbs up. I am still getting compliments from friends and family on the service. Thank you.

*Denny Herbst, Widower of Nancy L. Herbst*

*Your Comments about Our Staff:* Your staff was amazing. Todd went above and beyond for me and I really appreciate it. Allison was wonderful and also went above and beyond.

*Would you refer us to others?* Yes. Total professionalism in my opinion, with caring and empathy at the same time.

*Sherry Grafton, Daughter of the late Laura E. Keesey*

*5-Star Google review was received from Mrs. Cheryl Folkenroth, mother of the late Mr. Daniel Knaub, a cousin of Allison Duke. Services were arranged by Nate Ray and Liam Tomsic via our Kenneth Road chapel.*

Our son's passing was a very difficult time...but choosing the Heffner "family" to assist us with the necessary arrangements made that part of it bearable. Nate, Allison, Liam and everyone else truly made us feel seen, heard, and cared for. We never felt rushed or forced into any decisions. All of our questions and concerns were answered and addressed. Our services were simple and yet we received the same respect and care as someone who may have chosen more lavish arrangements. We didn't have to stress over anything and their care for our family in our time of need is something for which we are truly grateful.

*Cheryl Folkenroth*

*Your Comments about Our Staff:* Your staff at the Red Lion location was top notch (from the phone receptionist to the directors). Nate and Todd were knowledgeable and very helpful. Isabella was very good managing the service. I was very happy and pleased with Allison Duke as well.

*Ron J. Bennett, Son of the late Margaret R. Bennett*

*Your Comments about Our Staff:* Liam, Allison, Andrew and Ivan are true compliments to Heffner Care. I walked in feeling very alone and unaware of what all had to be taken care of. But I walked out feeling like I was among friends. There were a few Veterans among us at Larry's funeral who were touched by the military sendoff you gave our Veterans. Thanks for everything.

*Please check the most important reason for selecting us.* Referred by the care giver.

*Would you refer us to others?* Yes. In a heartbeat.

*Jane Shultz, Widow of Larry G. Shultz*

*5-Star Google review was received from Mrs. Kristina Kreeger regarding the passing of her father, Mr. Barry Hivner. Services were arranged by Scott Ball via our Red Lion chapel and Allison Duke served as the celebrant.*

Olewiler & Heffner in Red Lion did an incredible job helping my family arrange my dad's services. Scott was professional, respectful, compassionate, and very helpful. He was always at the door to greet us when we stopped in. I commend his patience when we were deciding on things, he never rushed anything. Allison, what an angel she is, she listened attentively to the adventures in Dad's life and turned all that into a beautiful story that she read to family and friends in the chapel. The photo slide show was perfectly compiled. At the crematory, my family was treated with utmost respect and made us feel comfortable in an uncomfortable setting and honored our wishes. Other staff members, including the ladies at the desk that took part in everything, thank you so much! I highly recommend Olewiler & Heffner.

*Kristina Kreeger*

*Your Comments about Our Staff:* Scott was very helpful with some decisions we had to make. He was very patient and respectful. He had a lot of compassion and understanding during the whole process. Allison wrote a beautiful life story of Barry's life and retold it perfectly.

*Rose M. Hivner, Widow of Barry B. Hivner*

*5-Star Google review was received from Mr. C.J. Davis regarding the passing of his grandfather, Mr. John "Jack" Davis. Services were arranged by Todd Eckert, Scott Ball directed the service, and Allison Duke was the celebrant via our Red Lion chapel.*

We have used Heffner 2 times now for my grandmother and grandfather. We were treated with so much respect the second we walked in. They did an amazing job taking care of my grandparents and taking care of everything for their services. Thank you again especially to Todd, Scott and Allison. Thank you again Heffner's!

*C.J. Davis*

*5-Star Google review from Mrs. Deanna McCaleb regarding the passing of her father, Rev. Homer Salzman. Services were arranged by Matt Morris via our Kenneth Road chapel and Allison Duke served as the celebrant.*

I cannot thank Heffner Funeral Home enough for the care and compassion they showed during such a difficult time. Matthew and Allison were truly exceptional. From the very first conversation, they were kind, patient, and attentive to every detail. Matthew guided us through the entire process with a calm and steady presence that helped ease our stress. He answered every question thoroughly and made sure everything was handled exactly the way we wanted. Allison was equally wonderful; warm, organized, and incredibly thoughtful. She made sure everything on the day of the service went smoothly and with dignity. Their professionalism and genuine kindness made all the difference, and I'm so grateful for the support they provided to our family. Thank you, Matthew and Allison, for helping us honor our loved one with such care and respect.

*Deanna McCaleb*

*Your Comments about Our Staff:* Nate did an excellent job treating our family with respect and assisting us with retrieving photographs from our dad's service three years ago. Allison did an excellent job. The ladies in the office were very helpful in making copies of the memorial books for our families. I apologize for not remembering their names.

*Doug Noll, Son of the late Nancy Ann Noll*

*Your Comments about Our Staff:* John Katora was amazing...not surprised, as I have known him for many years. Wonderful man. Allison was terrific as well. So kind and thoughtful. Preparation was fantastic.

*Please check the most important reason for selecting us.* Referred by John.

*Would you refer us to others?* Yes. Trust and care given by John and Allison. Both were absolutely great.

*Mark Brockway, Widower of Angela B. Brockway*

*Your Comments about Our Staff:* From initial contact with Todd and then everyone I interacted with were both friendly and helpful. Allison did a fantastic job with the ceremony, friends and family all commented how well she did and seemed like a family member. Liam and Holly were also very helpful.

*Would you refer us to others?* Yes. The comfort and ease in both the planning and final arrangements. Also, the range of options from cremation urns, types of service, choice of music and slide show of pictures.

*Pete Schlaline, Brother of the late Mark E. Schlaline*

*Email received from Mrs. Anna Marie Kocak, on Website RE Livestreaming of Celebrant ceremony for Mr. Books. at our Red Lion chapel.*

I just watched the Memorial Service for John Brooks Bebout... Allison did an outstanding job... I was touched by her many comments regarding grief as well as the fitting tribute to Brooks and his family. Thank you for making this service available online.

*Anna Marie Kocak*

*Your Comments about Our Staff:* Matt was very patient with Edna at all times. Todd was very kind and professional at the family home as well as the service. Allison was amazing in the way she penned the perfect poem to start the service, and her eulogy was very much appreciated, it was beautiful!

*Would you refer us to others?* Yes. Based on my mom's service and the service for Glen, everyone was so nice, professional, and made everything as easy as possible during these difficult times for our family.

*Lisa Adams, Sister-in-law of the late Robert "Glen" Adams*

*Your Comments about Our Staff:* Scott Ball was very helpful, patient and considerate. Allison Duke performed an awesome funeral/burial service. Amy Favorito provided great support.

*Would you refer us to others?* Yes. Our family is incredibly grateful for the care that Heffner provided Mom leading up to the service. Your attention to detail and the compassion shown to our family during our difficult time of need, has been greatly appreciated. Your professionalism is "Top Notch."

*Dennis Eisenhart, Son of the late Mardella L. Huber*

*Your Comments about Our Staff:* Nate, Allison, and everyone else did an amazing job at handling my father's funeral and viewing. My family and I were having a real hard time with my father's death, and they made everything as smooth as possible given the circumstances. Thank you to everyone who was involved. Everything is heavily appreciated.

*Would you refer us to others?* Yes. Everyone who talked to me and helped us through the process went above and beyond to make sure we were okay and if we needed anything. The staff explained everything well and if we had questions, they had no problems explaining. Any special instructions we had they made sure they were done, so we could have peace of mind.

*Devon Frey, Son of the late Randy C. Frey*

*Your Comments about Our Staff:* Allison delivered a celebration service that would have been deeply appreciated by my wife. Matt and Isabella were very kind and compassionate. Liam was sensitive the night that she passed. Thank you all.

*Would you refer us to others?* Yes. You all were so kind and compassionate.

*Name Withheld by Request*

*Your Comments about Our Staff:* Nate and Allison did a wonderful job. We could not have been more grateful to them. They made everything so easy for us. The service was beautiful and we appreciate all of their help.

*Would you refer us to others?* Yes. My family and I were very pleased with our experience with your staff. Our service turned out to be just the way we wanted it to be and we would refer you and we already have.

*Cherie Minnich, Widow of Wilbur I. Minnich, Jr.*

*Your Comments about Our Staff:* Very professional but also very comforting. Everyone was so very helpful and understanding. I still do not know how I got through everything. But with the help of family and everyone there, I did. And the service Allison Duke performed for my husband was wonderful. Everyone is still talking about it. Thank you so very much!!

*Would you refer us to others?* Yes. You made sure that I understood everything that needed to be handled. And helped me with the things I did not understand and could not think of at the time.

*Tina M. Zeigler-Newcomb, Widow of Kerry A. Newcomb*

*Your Comments about Our Staff:* Allison was easy to work with and did a very good job.

*Would you refer us to others?* Yes. Have been to numerous services here and always courteous.

*Jay Bacon, Widower of Linda J. Bacon*

*Your Comments about Our Staff:* The staff truly made every aspect of a difficult time...easier and better than we could have imagined. This includes every person we came into contact with on your staff.

*Would you refer us to others?* Allison Duke listened to every word we said as we described our dad. She turned our words into a really wonderful memoir of him. She created "gifts" of personalized pencils and rulers for all who attended. Allison is very caring, thoughtful and talented. She is truly an asset to your staff.

*Stephanie Gotwalt, Daughter of the late George C. Dice*

*Your Comments about Our Staff:* Scott Ball was very helpful and respectful. Allison Duke did a fantastic job speaking at the service.

*Name Withheld by Request*

*Your Comments about Our Staff:* Everyone was great. Matt, Allison, to the parking attendants, thank you!

*Would you refer us to others?* Yes. The entire staff at Heffner's were so kind, attentive and professional during our very difficult time. The arrangements and service were beautiful.

*Tim Gleim, Son of Catherina Gleim*

*Your Comments about Our Staff:* Liam and Allison were wonderful to work with. We received several comments from our family and friends complimenting their professionalism and the arrangements. Liam did a wonderful job with the photos on the video. The music we selected was played just as we wanted. Anything that was asked of him was done promptly and with respect. Allison was wonderful as the celebrant. I am so glad we chose to use her services. Her readings and guiding the flow of the service was perfect. She surprised all of us with the personal gift of candy and photo of my mom's favorite actor. That moment of kindness and humor was exactly what we needed to close the ceremony. Your York location is beautiful and comfortable. The follow up was just as respectful and professional. We certainly made the right choice in Heffner.

*Gina Burrier, Daughter of Nancy Silvestri*

*Your Comments about Our Staff:* Matt was very responsive and kind. I also spoke in person with the women in the office in Red Lion. We chatted a while. Very pleasant. Whoever took care of my mother's appearance did a nice job. And the celebrant, Allison did a really nice job.

*Would you refer us to others?* Yes. Beautiful facility, organized, high-end feel, the chapel was nice and the music and photo loop was very nice. The staff were pleasant and very responsive to emails and phone calls. Celebrant compiled our random comments into a beautiful story. Attendees commented on how wonderful the service was as well as the birds.

*Dr. Tracy Sulc, Daughter of Linda T. Sulc*

*Email Matt Morris received from Dr. Tracy Sulc, daughter of the late Mrs. Linda Sulc. Matt was in charge of the arrangements on 9/24 via our Red Lion chapel.*

Good morning, Matt,

I was just going to write to you. I finally got a chance to go through the zippered pouch. There were so many little surprises that you added. The book was lovely. I'm so glad that I added it. I know it was at the last minute and created work for you. The entire process, the ceremony, the quality-was way beyond my expectations. I was so pleased with how everything went. You, Allison and your staff were wonderful. Well worth the cost. I got a lot of positive feedback from attendees. I just wanted to thank you again and know that I am grateful. It makes me happy to know there are still kind people like you and Allison out there in the world who care.

*Tracy*

*Your Comments about Our Staff:* Todd Eckert and Allison were exceptional. I told Todd that he really had his act together. They did not miss a single request. And they went above and beyond with the 1939 Intro at the service, Golf Tees that were personalized, and the golf footage at the beginning of the reel. These were all extra touches that we didn't request.

*Would you refer us to others?* Yes. I told Todd I want Heffner to do my service. Your business is exceptional!

*Timothy R. Hess, Son of Ralph W. Hess*

*Your Comments about Our Staff:* The whole staff did an excellent job! Liam and Nate were great with their parts. Allison did an amazing job with gathering our information and putting it together for the celebration of life. Also, thanks to the gentleman who brought Scott back home from Philadelphia so promptly.

*Would you refer us to others?* Yes. Everything went perfect and smoothly from the original consultation through the burial.

*Barry L. Smith, Father of Scott L. Smith*

*5-Star Google review received from the son of the late Dan McGuire Bowers. Services were arranged by Todd Eckert and Celebrant Allison Duke via our Red Lion chapel.*

In a time of great sadness and moderate confusion, Todd and his team were spectacular. Their professionalism and compassion were grade A. They lead us through the details, catered to all of the family's requests and made the Worst Few Days Ever tolerable. After listening to us ramble on for a couple hours, Allison came up with a service that completely captured who my dad was and made the service a special and heart-warming experience for everyone in attendance. Hat's off to Heffner's and a strong "Thank You" for helping us through this difficult time.

*Dan Bowers*

*5-Star Google review received from the daughter of the late Louis Wolf who was served by Scott and Allison at our Kenneth Road chapel:*

No one wants to ever experience the loss of a loved one, however in our lives that is going to happen. Scott and his team did an excellent job making us feel comfortable and confident that they would hold our wishes and the elected service(s) to the upmost priority. The day of the service Scott made us feel like family comforting us in whatever we needed and wanted. Allison was amazing meeting with us to get insight on our loved one's life history. The day of the service Allison spoke as if she was part of our family and had experienced everything first hand. I cannot say enough about Heffner's, Scott and Allison. Thank you for everything you did and continue to do from the bottom of my heart!!!

*Beth Ott, Daughter of Louis Wolf*

*Your Comments about Our Staff:* Matt, Isabella and Allison were outstanding. The service could not have been better. Isabella really paid attention to details. The ENTIRE TEAM was amazing, kind and professional. Many attendees said it was the nicest service they've EVER attended.

*Would you refer us to others?* Yes. A+++, As mentioned above many of the attendees remarked on how beautiful my mom looked, and services were Best they ever attended. Mr. Heffner has a great team, service and should be proud of how he services the community.

*Greg Szitas, Son of Virginia G. Szitas*

*5-Star Google review received from a family served by Nate and Allison at our Kenneth Road chapel:*

Nate did an excellent job helping us plan my mother's funeral. He answered all our questions and guided us in the right direction. Allison presented a service that was thoughtful and caring. She even went the extra mile to provide chocolate, my mother's favorite.

*Carol Clinton*

*Your Comments about Our Staff:* Yes. I cannot say how comforting it was at 3 a.m. to make the call to Heffner's of Mom's passing (Jean L. Dodrer) and what I thought would be a difficult transport from a skilled nursing facility in King of Prussia back to West York was seamless. To be greeted by two employees in suits and very professional at 6 a.m. was very comforting to me. Excellent service. Allison Duke as a celebrant gave truly a Celebration of my mother's life. Very detailed information from our casual conversations about my mother. Liam handled all of the service details and coordinated with Mt. Rose Cemetery that the day of her service and burial was flawless. Thank you to both Allison and Liam for such a beautiful service.

*Would you refer us to others:* Absolutely and have done so since mom's death.

*Amy L. Dodrer, Daughter of Jean L. Dodrer*

*Your Comments about Our Staff:* Everything was handled as "beautifully" as possible for a sad occasion. I could not have dealt with everything without family. Yes, Allison is the saint of the family.

*Name Withheld by Request*

*Your comments about our staff:* Scott & Allison showed so much support for our family during this time. They are awesome! I'll forever be grateful.

*Nancy Moats, Wife of Donald E. Moats, Sr.*

*Your comments about our staff:* We enjoyed working with Nate immensely. We appreciated all the little touches he did and was willing to explain in detail what we didn't understand. Also, we enjoyed talking with Allison and were very pleased how she pulled all the information together. An overall pleasant experience considering the circumstances.

*Roger Kinard & Juanita Bupp, Son & Daughter of Freeman Kinard*

*Your comments about our staff:* Staff was amazing. Everyone we dealt with was professional, empathetic and there for us the entire time.

*Additional Comments:* There was a bad accident that day which delayed Nate getting to the service. He and Allison Duke were able to work together and have Allison run the service until he got there. Few glitches with the music but I am so grateful for their hard work to make my mother's service as smooth as possible. I highly recommend both of them. Thank you again, Nate and Allison!!

*Sandy Dulong, Daughter of Margaret Holsinger*

*5 Star Facebook review received from a family Scott and Allison served at Kenneth Road. The last three sentences couldn't be more touching:*

Until a close family member to you unexpectedly dies, you don't realize how many decisions you have to make very quickly. This was unfortunately my reality a few weeks ago when I got a call that my dad passed and the hospital needed a place for him to go. I was filled with shock and grief and was immediately recommend to contact Heffner Funeral Home. That was probably the best decision I made throughout all of this.

This is a family run home. What that means is you get a lot more support than you would from other corporate funeral homes and compassion. I had to come from out of town (Tampa, FL) and I didn't have to worry about a single thing. They found out the hospital my father was at because I wasn't even sure and made sure they got him right away. We met up with them a few days later once I got into town and I was shocked at how much they took care of.

Since I'm so far away and it was my mom in PA, I was worried about all the paperwork. They handled all the title paperwork for my father's cars, his life insurance paperwork and even sent it in for us, the death certificates, laminated the newspaper obituary so we didn't have to buy 20 newspapers. I was in total shock at how much paperwork goes into a death but also how much they did for us.

Scott was our Funeral Director and he handled my mom with so much care during this delicate time and ensured she was well taken care of throughout the whole process. I cannot thank him enough!

We also opted in to have someone from the home speak on behalf of my father instead of bringing in a priest. We were SO lucky to have Allison be our speaker. We sat around a table with her for an hour speaking about memories of my dad, it was one of the only moments I felt joy that week. For once instead of just crying, my family and I were painting a picture for Allison to get to know who my father was, and she sure did deliver. I couldn't imagine a better funeral for my father. Allison highlighted his love, compassion, and more importantly she brought up many good memories that had me, my mother and my siblings laughing. It was such a perfect way to remember my dad.

I could go on and, on all day, about how much this funeral home did for me and my family but I'll end it with this.

Before I left to go back to Tampa my mother said to me "I think that funeral home helped me so much with getting some closure, I think I'll be okay". Having to leave my mom to go back to Florida was one of the hardest parts but hearing her say this made me feel so much better. Thank you again Scott and Allison for being family to us those weeks!

*Lakin Levisky*