

*Your Comments about Our Staff:* Isabella was very courteous, helpful, knowledgeable, and professional. She took care of everything in a timely manner.

*Name Withheld by Request*

*5-Star Google review from Mrs. Deb Gross regarding the passing of her father, Mr. William Brillhart. Services were arranged by Isabella Elliott via our Kenneth Road chapel.*

Our Dad passed away April 11, 2025. From the time Isabella picked Dad up at our home on a dark, rainy Friday at midnight, until his funeral service on May 3, she has gone above and beyond what we expected. Having never gone through this before, she met with us and guided us through the process and answered all of our questions. If we were ever unsure of something or had a question about something, all we had to do was email her and she responded in a timely manner! I'm sure everyone at Heffner is much like Isabella, however, we would request her if we ever had to go through such a traumatic time again!! Thank you so much, Isabella...YOU ROCK!

*Debra Gross*

*Your Comments about Our Staff:* Betty Frey was our first contact. She was very informative and helped us arrive at a decision point, months before mother's passing. Ashley Matson arrived to pick mom up at Autumn House. She was very sensitive and allowed us to be part of what and how we proceeded. She prepared us for each step to be taken, which we appreciated. Isabella Elliott met us the day after mom passed. She reviewed our plans made with Betty, offered many things to consider and was very sensitive, professional and thorough.

*Would you refer us to others?* Yes. All of your staff were personable, professional and caring. Working with Isabella the most, I can say that she followed through on everything she promised and worked to cover all bases, many of which we had not even considered. Mom looked beautiful the evening the family viewed her in the bed. It was a perfect way for our family to see her, while both mourning and celebrating her.

*Mark Schumacher, Son of the late Elizabeth J. Schumacher*

*Your Comments about Our Staff:* The whole staff was very professional, caring and compassionate. Isabella did a fabulous job walking us through the process. We got great feedback from friends and family. Dad would have been proud.

*Deb Gross, Daughter of the late William O. Brillhart, Jr.*

*5-Star Google review from Mr. Mark Schumacher regarding the passing of his mother, Mrs. Elizabeth Schumacher. Services were arranged by Isabella Elliott via our Kenneth Road chapel.*

The staff at Heffner's were very professional while being sensitive to our feelings throughout the process of handling our mother's passing. They shared a variety of options and carefully described details of those choices. When we made our choices, the results were of the best quality and thoroughness. Our family was very pleased, and we think Mom would have been even more pleased. Thank you especially to Isabella! Your care and advice were such a blessing.

*Mark Schumacher (for the entire Schumacher family)*

*Your Comments about Our Staff:* Todd and Isabella did a fantastic job in the planning (Todd) and carrying out the arrangements (Isabella) the day of the funeral. They both were very respectful and professional and tended to our needs. Todd was patient and very informative in the planning phase and answered all our questions.

*Debra Slenker, Daughter of the late Virginia A. Trostle*

*Your Comments about Our Staff:* The facility and services were all conducted professionally and just what the family asked for. Isabella was so helpful to make the planning and service process go smooth. Thank you!

*Would you refer us to others?* Yes. During a difficult time, this facility makes the process easy and not much effort on family's part through the process. I have attended multiple services here and all have been great experiences.

*Scott Wynegar, Son of the late Mary K. Wynegar*

*Your Comments about Our Staff:* So professional, went above and beyond. I spoke out loud, more to myself, wondering if I could put Ruby's 5lb. service dog in the casket with her, and Isabella asked for us and that meant a lot to us. Thank you so much Matt!

*Would you refer us to others?* Yes. Very compassionate and professional! We loved the programs, her appearance and overall, dealing with this company.

*Mindy Hoffman, Mother of the late Ruby Clark Hoffman Hill*

*5-Star Google review received from Mrs. Deb McCune regarding the passing of her brother-in-law, Mr. Ronald Russell. Services were arranged by Isabella Elliott via our Red Lion chapel.*

Isabella was kind and compassionate. She explained everything clearly and made a difficult time so much easier.

*Email received from Mr. John Cooper regarding the passing of his wife, Mrs. Hazel Cooper. Services were arranged by Isabella Elliott via our Red Lion chapel.*

I was very pleased with everything you did. I thought you made my wife look very nice. I appreciate that you didn't try to push anything on me that I didn't want, that meant a lot to me. Thank you very much for everything you've done. Highly professional, respectful and caring people. I would recommend you and also pre-planning services so loved one left after you are gone, have peace of mind knowing this is what you wanted, and it's already paid.

*John Cooper*

*Your Comments about Our Staff:* Isabella was fantastic, she went above and beyond for me.

*Would you refer us to others?* Yes. So professional, sympathetic and thorough.

*Carol Russell, Widow of Ronald D. Russell*

*Your Comments about Our Staff:* You made me feel very comfortable in a very hard time to feel good about anything. I thank you. Isabella was great to deal with.

*Please check the most important reason for selecting us.* My wife always liked your place and that is where she wanted to have her service.

*John H. Cooper, Widower of Hazel C. Cooper*

*Your Comments about Our Staff:* Sometimes you meet good people under bad circumstances, that was definitely our case. Isabella and her team were outstanding.

*Would you refer us to others?* Yes. Feel free to use me as a reference, we were 100% satisfied with how our mom's service turned out.

*Walt LeMunyon, Son of the late Barbara J. LeMunyon*

*Your Comments about Our Staff:* Very helpful and professional. Isabella was wonderful.

*Pamela J. Jackson, Widow of Samuel J. Jackson*

*Your Comments about Our Staff:* Everything was above what we had planned.

*Would you refer us to others?* Yes. Even with having it planned it was still very hard to do. Isabella was so caring and kind. The pictures were put together so good with the train before and after just like she knew him.

*Paula Miller, Widow of Raymond P. Miller*

*Your Comments about Our Staff:* Isabella was very nice and helpful to me. I appreciate her help with everything.

*Would you refer us to others?* Yes. They are very professional and thorough. They are meticulous and up front about their pricing. Consumers would appreciate that, especially during a very sad time in their lives.

*April L. Antico, Daughter of the late Charlene Weisneck*

*Your Comments about Our Staff:* Isabella was very professional and empathetic throughout the process.

*Would you refer us to others?* Yes. Your staff's culture is quite evident now that we have had both our mother's and father's services with you. The staff is always there and never intrusive. I have been to services where that was not the case.

*Steve Prescott, Son of the late Norma Jean Prescott*

*Your Comments about Our Staff:* Isabella was professional and had great attention to detail.

*Would you refer us to others?* Yes. I was happy with everything, but I do live out of state, so I'd have minimal opportunity to recommend.

*Lynne Czech, Daughter of the late Lemuel R. Lawson*

*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:* The family would like to thank everyone at Heffner's for all of the thoughtfulness in planning the service during this difficult time. Isabella made sure all our needs were met in preparing the service and making the next day easy by helping us receive the pictures and flowers. We were very pleased with Amy sharing the story of our sister. Cannot thank her enough!

*Would you refer us to others?* Yes. Caring and helpful.

*Cindy Concino, Sister of the late Deborah J. Mayer*

*5-Star Google review received from Mrs. Deirdre Dellinger regarding the passing of her mother, Mrs. Beverly Keesey. Services were arranged by Scott Ball via our Red Lion chapel.*

Scott and Isabella absolutely took care of every detail for our mother's service and burial. They made sure myself and my three siblings were happy with all decisions. Everything was perfect, the music, the service, driving by our mother's house one last time on the way to the cemetery was so special, and even our special request at the cemetery. I would suggest Olewiler/Heffner to anyone, they made our final goodbye perfect.

*Deirdre Dellinger*

*Your Comments about Our Staff:* Isabella could not have been better. She is very smart and knowledgeable. I enjoyed working with her very much. The other ladies in the office were also very nice and quite helpful.

*Would you refer us to others?* Yes, you did a fantastic job.

*Terry D. Lee, Former Husband of the late Pamela Ann Holzer*

*5-Star Google review received from Mr. Terry Lee regarding the passing of his friend, Ms. Pamela Pepper-Holzer. Services were arranged by Isabella Null via our Red Lion chapel.*

Isabella, you and your staff did a wonderful job handling the details of my friend's cremation. Thank you for all your help.

*Terry Lee*

*Your Comments about Our Staff:* Scott Ball was not only professional, but friendly and helpful and easy to talk with. Isabella took over the day of the funeral and she too was wonderful. Everything was as perfect as it could be. Thank you.

*Would you refer us to others?* Yes. Our family always comes to you in our time of need. My mother and father were laid to rest in the best way possible, 20 years apart. Your staff is incredible.

*Deborah Nelson, Daughter of the late Beverly A. Keesey*

*Your Comments about Our Staff:* Our funeral director was Isabella Null. She was excellent and a very caring person. I would recommend her to anyone needing your services.

*Brenda L. Hess, Sister of the late Patricia A. Wiley*

*Your Comments about Our Staff:* Staff was great, Isabella was wonderful to work with! We truly appreciated everything she did for us during this very difficult time.

*Please Check the most important reason for selecting us.* Reputation.

*Would you refer us to others?* Yes. Very nice to work with and you know that they truly care about your loved one and the family. Everything was beautiful.

*Wendy Hildebrand, Mother of the late Jules M. Goss*

*5-Star Facebook review received from Mrs. Susan Wales, daughter of the late Mrs. Elsie Fitz. Services were arranged by Isabella Null via our Red Lion chapel and Certified Celebrant Debe Snyder performed the ceremony.*

My experience with the York Heffner staff was exemplary. My mother's service was simply lovely. Every person I came in contact with, from my initial visit through the final service, was warm and professional. Isabella was impeccable in her service to my mother's life celebration. Debe served as the celebrant and was exceptional with her words and demeanor. I only have good things to say about our experience.

*Susan Wales*

*5-Star Google review received from Mrs. Tara Yinger, a daughter of the late Mrs. Loris Crone. Services were arranged by Isabella Null via our Kenneth Road chapel.*

Isabella and the rest of staff were very professional and caring. They strived to make this difficult time as easy as was possible.

*Tara Yinger*

*Your Comments about Our Staff:* Scott and Isabella went above and beyond for us during such a difficult time.

*Would you refer us to others?* Yes. We will continue to use you for our family's needs.

*Name Withheld by Request*

*Your Comments about Our Staff:* Very courteous and helpful. Isabella was wonderful!

*Name Withheld by Request*

*Your Comments about Our Staff:* Your entire staff is pleasant and helpful during a challenging time. Isabella was excellent as our rep; Holly was so helpful with the memorial cards and photo needs. We appreciated everyone's kindness and willingness to go above and beyond.

*Would you refer us to others?* We never felt rushed in our decision making and were grateful for the efficiency and thoughtfulness of your staff. Thank you!

*Jennie Hess, Daughter of the late Charlotte M. Hess*

*Your Comments about Our Staff:* Staff was very helpful and kind. Isabella went out of the way and visited me twice in the hospital. She was very informative and understanding. Answered all of my questions. John was very kind and understanding at the funeral service. Very thoughtful and gave me a blanket to stay warm outside, it was very cold. Very nice of him.

*Hazel M. Hamme, Friend of the late Jacob A. Waltimeyer*

*Your Comments about Our Staff:* Everyone I had contact with from start to finish were exemplary in their professionalism and humanness, especially Isabella and Debe.

*Susan Wales, Daughter of the late Elsie Fitz*

*Cindy Williams, daughter of the late Mr. Frederick Williams, posted the following note on the Olewiler Heffner Facebook page. Matt Morris and Isabella Null served the family via our Red Lion chapel.*

Working with Matt and Isabella at Olewiler & Heffner Funeral Home was of the highest quality experience. They created an atmosphere of trust, care and comfort throughout the process.

*Cindy Williams*

*Your Comments about Our Staff:* My sister and I met with Matt shortly before our father passed just to review the pre-arrangements, then with Matt & Isabella when dad passed. Very professional, empathetic and caring.

*Would you refer us to others?* Yes. Everything and everyone were top notch, helpful, empathetic and caring. No hard "upsell" just options that were available. Communication was excellent.

*David F. Williams, Son of the late Frederick G Williams, Jr.*

*5-Star Google review received from Dr. David Willams, son of the late Mr. Frederick G. Williams, Jr. Services were arranged by Isabella Null in February and directed by Matt Morris a month later via our Red Lion chapel.*

Matt and Isabella were absolutely wonderful as we navigated the process of honoring our father's final wishes. Thoroughly professional, empathetic, and respectful. Our family is very grateful for their guidance, insights, and helpfulness.

*David Williams*

*Your Comments about Our Staff:* They are pleasant and professional.

*Would you refer us to others?* Yes. All of the staff are pleasant and professional, from opening the door to answering questions. Isabella, like the previous staff members, who guided me through my husband and mothers service, treated me with kindness and respect. You have a wonderful group of men and women on your staff.

*Margaret Lycette, Daughter of the late William H. Dietz*

*Your Comments about Our Staff:* Our director Isabella Null was excellent in every way and more; caring during our difficult time. She will always be in my best memories! Other members of your staff were also very kind!

*Would you refer us to others?* Yes. Heffner Funeral Chapel and Crematory, Inc. is first class in every aspect! What more can I say!

*John Smith, Widower of Alvera R. Smith*

*5-Star Google review received from Ms. Susan Anderson, a sister of our retired associate, Kim Jordan, and a daughter of the late Mrs. Jean Anderson. Services were arranged by Isabella Null via our Kenneth Road chapel.*

I was extremely happy with the services for our mother. Isabella demonstrated a high level of professionalism at both the meeting we had with her before the service as well as the day of the service. I was very satisfied with all the employees who were connected with the service both at the chapel and the cemetery. Thank you.

*Susan Anderson*

*Your Comments about Our Staff:* Isabella went above and beyond on everything even texting me the night of mom's passing to advise mother was safe and at Heffner's in our care. I felt such peace knowing mom was in the BEST of care! Isabella was beyond exceptional, professional and a true angel sent down to help us through all of this. And, of course my work "family's" showing of love and respect was amazing...something I will never forget and am truly grateful for. We all felt the love. We couldn't have been more pleased. Everything was PERFECT for mom, and she looked beautiful. Isabella did a fantastic job...I am so proud of her! Also, thank you to John for assisting knowing the family for over 40 years, I know mother really appreciated it. Thank you all!!

*Would you refer us to others?* Yes. Even though I retired from Heffner's, you truly are the BEST, having gone to numerous funerals at other funeral homes.

*Kim Jordan, Daughter of the late Jean I. Anderson*

*Would you refer us to others?* Yes. We had met with a representative from Heffner's a couple of months before my dad died and had a good idea of what we wanted for my dad's memorial service and burial. We were not happy with the coffins at the time and Isabella was able to find us one we liked for the right price after my dad passed. She was very attentive to our needs and helped us to make good decisions and honor my parents' wishes.

*Sally J. Cizauskas, Daughter of the late Frederick C. Bahr, Jr.*

*5-Star Google review received from Mr. Lance Thomas, son of the late Mr. Bradley Thomas. Services were arranged by Isabella Null via our Red Lion chapel.*

At a very difficult time Isabella at Heffner's was extremely helpful. She took it upon herself to seek out extra benefits for our dad. She wrote the most beautiful obituary and followed through with every aspect of this process.

*Lance Thomas*

*Your Comments about Our Staff:* I can't speak highly enough about the Heffner staff! Matt was wonderful, compassionate, thorough, helpful, professional and efficient, he is a treasure. Isabella was kind and she explained a lot of answers to my questions. Office staff was great.

*Would you refer us to others?* Yes. Your staff was excellent and your facility is first class.

*Name Withheld by Request*

*Your Comments about Our Staff:* Isabella was so kind and compassionate to our family. She made a very difficult time as stress-free as possible. Amy honored our father, we are so grateful she was the celebrant. We had so many positive comments from extended family and friends of how perfect the service was. Her support meant so much to our family and helped us all get through a very sad occasion.

*Catherine A. Glatfelter, Daughter of Raymond W. Ruth, Jr.*

*5-Star Google review received from Michael Goodling, son of the late Mr. Donald Goodling. Services were arranged by Isabella Null via our Kenneth Road chapel.*

The staff were very thoughtful caring and professional throughout the entire process. Isabella did a wonderful job planning and guiding us through the memorial service. Thank you so much.

*Michael Goodling*

*Your Comments about Our Staff:* Isabella was fantastic! I really appreciate her! Very professional and helpful.

*Would you refer us to others?* Yes. My family has always used first Olewiler, and then Olewiler & Heffner. We will continue to recommend your services.

*Treva Grove, Life Companion to Gary Eugene Ginter*

*Your Comments about Our Staff:* Your staff was so helpful and also comforting and understanding at the worst day of my life. Thank you.

*Would you refer us to others?* Yes. All of the above in question "D". Also, Isabella was amazing.

*Sherida M. Heltzel, Daughter of Shirley Mae Ritz*

*5-Star Google review received from Mr. Clinton Montoro, a son of the late Mr. Frederic Montoro. Services were arranged by Isabella Null via our Red Lion chapel.*

Isabella and her team did a great job for our family when we lost Pop. She is extremely competent and professional, and at the same time her compassion and understanding were equally strong. In every step of the process, she was extremely helpful and patient. Despite this being a hard time for our family, she made everything easy. I would strongly recommend her and her team to anyone who is going through the loss of a dearly loved one.

*Clinton Montoro*

*Your Comments about Our Staff:* Anne: I enjoyed working with Isabella; it was a pleasure to have a woman with female sensitivities about combing my mother's hair, getting her dressed and such. Mercy: We felt she went above and beyond to answer our questions, e.g., questions about charitable medical metal donations.

*What influenced your decision:* On-site crematorium.

*Would you refer us to others?* Yes.

*Name Withheld by Request*

*5-Star Google review received from one of the daughters of the late Mr. John Frye. Services were arranged by Isabella Null via our Kenneth Road chapel.*

Heffner Funeral Chapel was very caring when our father passed. They made our final goodbyes very special. Thank you, Isabella.

*Pat Gemmill*

*Your Comments about Our Staff:* We worked with Isabella. She was professional and compassionate.

*Name Withheld by Request*

*Your Comments about Our Staff:* Everyone was excellent and we felt very comfortable working with Isabella.

*Would you refer us to others?* Yes, especially to Veterans. The honor and care you show Veterans is wonderful.

*Doris J. Montoro, Wife of Frederic S. Montoro*

*Your Comments about Our Staff:* Isabella was sweet. My sister was with me through all of this. We both thought Isabella was very professional, and came to get Gary right away. When we viewed him in the private room, he looked so good. Thank you for taking such good care of my sweet Gary. It was done very fast. The funeral home is beautiful.

*Karen Barto, Wife of Gary Barto*

*Your Comments about Our Staff:* John & Isabella are an asset to your company. Most professional, kind & accommodating.

*Would you refer us to others?* Yes. For all the reasons above.

*Frances E. Gabriel, Spouse of William J. Gabriel*

*Your Comments about Our Staff:* Caring, efficient, knowledgeable, helpful, Isabella went out of her way with every detail.

*Would you refer us to others?* Yes. I asked my family to use your services when needed for me.

*Sharron L. Lunas, Wife of Dr. John P. Lunas*

*Your Comments about Our Staff:* I sent a card to thank everyone, especially Isabella and Amy. They were so comforting. I had no family or support. I feel they went above and beyond caring to be there for me during the most heartbreaking time of my life.

*Would you refer us to others?* Yes, very much so. What is worse than losing someone you love. Like they said, they are there for the ones who are grieving such a loss. They offered what you need; care, comfort and support. Thank you.

*Lynn E. Cook, Wife of Raymond J. Cook*



*Email from Mrs. Deborah Gross, daughter of the late Mrs. Jean Ann Seifert, served by Isabella Null at our Kenneth Road chapel.*

Isabella,

I was very happy with your service in handling my mother's funeral arrangements. I would gladly recommend your services.

Thank you again.

*Deb Gross*

*Your Comments about Our Staff:* Isabella was caring & professional in her dealings with me and my family. She was very respectful of Dave. When she came to our house there was no pushy sales once she understood our wishes. Thanks for making this difficult time easier (and good mints too).

*Pamela A. Yourell, Wife of David A. Yourell*

*Your Comments about Our Staff:* Your staff treated my father with respect & dignity. You honored him for being a Veteran by draping his body with an American flag and I can't say Thank You enough. Isabella is a very special person! She listened to every word I said and followed through on my wishes for my father.

*Would you refer us to others?* Yes. Your staff goes above & beyond with patience and respect to help the family that is grieving.

*Brenda Myers, Daughter of Herbert F. Smith*

*Your Comments about Our Staff:* Isabella was very informative and answered all of my questions. She was also very compassionate and understanding. Very professional.

*Would you refer us to others?* Yes.

*Mrs. Deborah Gross, Daughter of Jean A. Seifert*

*Your Comments about Our Staff:* Great job Isabella!

*Nancy Walton, Sister of Larry Edward Gembe*

*Your Comments about Our Staff:* Nate and Isabella were totally professional. I believe they went above and beyond. I can't say enough good things about the both of them, and the gentlemen who were outside arranging the parking also were totally professional. It was a very hard day for me and our family, and they both treated me and my family with dignity and respect.

*Neil P. Carbaugh, Husband of Wanda M. Carbaugh*

*5-Star Google review received from the daughter of the late Mrs. Wanda Carbaugh. Services were handled by Nate Ray and Isabella Null at our Kenneth Road chapel.*

The experience our family had was a good one under the circumstances. They were friendly, understanding, caring and listened to the stories and wishes of the family. We appreciate Nate and Isabella and the staff for being there when we needed them. They were all very professional. We thank you! This is from Mandy, Chris, Neil and family.

*Mandy Sparks, Daughter of Wanda Carbaugh*

*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*