

Your Comments about Our Staff: John, Andrew and Amy were the best help with everything. They couldn't have done any better. Thanks for being so helpful.

Please check the most important reason for selecting us. Reputation.

Would you refer us to others? Absolutely would refer Heffner's to anyone.

Roxanne Crone, Daughter of the late Betty L. Campbell

Your Comments about Our Staff: Mark, John, Liam and other staff were amazing. John made all the arrangements to get Patty transferred to York and then to Milton. Together, they made a difficult time seamless in every respect.

Please check the most important reason for selecting us. Reputation and pre-arranged.

Robert Strobel, Widower of Patricia J. Strobel

Your Comments about Our Staff: All of the staff were kind, caring, and compassionate. The personalized care John Katora provided helped immensely, a trusted friend. He guided the process wonderfully. I can't say enough positive things about his service!

Would you refer us to others? Yes. Great care at a stressful time.

Dr. Rocco R. Arcieri, II, Son of the late Margaret A. Arcieri

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: Todd and John were the most compassionate, relatable, and accommodating souls. They made a complicated series of days seamlessly comforting. Thank you.

Would you refer us to others? Yes. Without questions, your staff and facilities are extraordinary.

Name Withheld by Request

Your Comments about Our Staff: John was a calming voice of reason at giving us recommendations that helped us make the tough decisions in planning for the funeral. He listened to our thoughts and then gave us advice on how to proceed. He was always accessible and checked on us frequently. We really appreciated the private viewing for myself and the kids the day before the funeral, it really prepared us for what to expect the next day!

Would you refer us to others? Yes. The funeral preparations and the funeral itself could not have gone any smoother!

Vicki Stake, Daughter of the late Shirley Ann Stake

Your Comments about Our Staff: John Katora has gone above and beyond to help us through the loss of my parents (mom in March 2021 and most recently dad in March 2024).

Susan Hill, Daughter of the late Robert E. Claycomb

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. Waltmyer

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

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: Your staff was professional, friendly and attentive to all details. John Katora and Nate Ray were wonderful help in helping at a difficult time.

Would you refer us to others? Yes, my daughters Kim & Pam join me by being completely satisfied with every aspect of the service and Heffner staff. They made a very difficult time comfortable for us. You may certainly use my name in any way to assist other families to choose Heffner's.

Dr. George W. Jones, Jr., Husband to Lani E. Jones

Your Comments about Our Staff: John Katora and team are very professional and caring.

Would you refer us to others? Yes, Heffner's has been our family funeral home. John Katora has been a friend since the late 1980's. He is excellent and his service is top notch. He goes above and beyond. Thank You John.

Diane E. Frey, Wife of Phil A. Frey

5-Star Google review received from the daughter of the late Allen Smeltzer. Matt Morris was in charge via our Red Lion chapel.

My family was treated with utmost compassion regarding all the arrangements and follow through regarding our father Allen S. Smeltzer's funeral. The Funeral Directors demonstrated respect for my father. All the details including procuring a bag piper and Veterans Honor guard were done. Matt Morris, Funeral Director and John Funeral Director attended ALL at the frigid graveside service. I highly recommend Olewiler & Heffner Funeral Home Red Lion, PA. Thank-you.

Elizabeth Clark, Daughter of Allen Smeltzer

Your Comments about Our Staff: John previously handled the arrangements for my mother and infant son, and is also a family and church friend. He accommodated our customized requests. He is a great asset for your organization.

Would you refer us to others? Yes. Your Kenneth Road reception lobby and facility is very beautiful. We enjoyed seeing the urn we selected and gathering in front of the fireplace. The last viewing setting and private time was very well done. Thank you.

Philip Frey, Son of Everett E. Frey

Your comments about our staff: John took care of everything for my mother over 3 years ago and my dad recently and I just can't say enough wonderful things about him. He is so comforting and helpful with everything.

Shari Burrier, Daughter of Hubert R. Ferguson

Your comments about our staff: John was exceptional to deal with.

Name Withheld by Request

Your comments about our staff: John Katora did a wonderful job helping me and making all of the arrangements for my mother's burial. He was so helpful in coordinating the process between the Georgia funeral home and yours.

Would you refer us to others? Yes. It was great communications and service.

Henry King, Jr., Son of Charlotte M. King

Your comments about our staff: Scott was a blessing to us. He understood our sense of humor during a difficult time. John K., as always, is wonderful.

Would you refer us to others? Yes. Everything went smoothly. Professional and easy to work with. Office ladies are also fantastic.

Lisa A. Deller, Wife of Jeffrey L. Deller

Your comments about our staff: Outstanding! John Katora is professional, compassionate, patient, knowledgeable and genuine in every way!

Would you refer us to others? Yes. Having had numerous professional experiences with Heffner Funeral Chapel & Crematory, I expected outstanding service and that is what I received. Our entire family shares this sentiment! Thank you!

Rev. Kevin T. Shively, Son of Jayne K. Shively

Your comments about our staff: Working with staff, especially at 4 am, was a very calming experience. John was very kind, as was Scott and all I encountered. Very helpful.

Would you refer us to others? Yes. I found all Heffner staff to be kind and considerate. Scott was very helpful and went out of his way to accommodate requests....very nice gentleman. Thank you.

Lucia S. Kennedy, Widow of Stewart R. Kennedy, II

Your comments about our staff: Wonderful! Caring and compassionate.

Additional comments: John Katora was a great help to me and my family following my mother's death. Although Mother planned her funeral needs, and prepaid most of the expenses, John listened to our questions and concerns, and honored my mother's wishes in ways that made our entire experience very comforting.

Nancy Pennell, Daughter of Freda Bloom

Your comments about our staff: Everyone was very courteous and professional.

Would you refer us to others? Yes. Though John Katora was out of town and unable to be the director for my mother's service, he took the time to join my meeting with Matt Morris, who was the director. I very much appreciated this. Matt was wonderful—very professional and took time to listen. I was very pleased with the facility—the cleanliness and attention to detail was impeccable.

Name Withheld by Request

Your comments about our staff: They were professional, but so very compassionate and nice. John was terrific!

Would you refer us to others? Yes. Absolutely! The very best! Ed looked so wonderful. He looked like his old self.

Lynette Matava, Widow of Edward A. Matava, Jr.

Your comments about our staff: Tremendous.

Additional comments: John has done more than I had ever anticipated. What a wonderful man. Also, to Ernie's greeting my children and myself, such loving kindness. Greatly appreciated!

Nancy Laird, Widow of Charles R. Laird

Would you refer us to others? Yes. The service was excellent from beginning to end and beyond. John was so respectful and understanding during a very rough time. Highest quality of service in what we received.

Shirley A. Taylor, Mother of Daniel Lee Taylor

Would you refer us to others? Yes. John Katora was certainly God sent. His kindness and caring ways made my decisions a lot easier to make. He reminded me of things that needed to be done. I would have forgotten. Everything went perfect.

Marsha M. Strickler, Daughter of Nancy Wertz

Your comments about our staff: John Katora and Debe were most gracious, and Debe Snyder, being our celebrant, did a fantastic job.

Would you refer us to others? Yes. Because of the caring way of all of your staff and the excellent job in the way everything was handled. Thank you!!!

Beverly A. Sheffer, Niece of Myrtle I. Cox

Your comments about our staff: John was amazing!! He was so helpful, courteous and caring from the time of death until the end of the process. We lived out of state and John came in and met us on a holiday weekend. Would recommend Heffner!!

Would you refer us to others? Yes. You are the best!! Everyone I have talked to always says you are the best in York. You were wonderful!

Emma Ey, Granddaughter of Anna Marie Howard

Your comments about our staff: Matthew Morris handled the arrangements. His help was immeasurable. His support was kind and caring, without ever being condescending. He helped us to relax and laugh at our memories at a time when that wasn't easy to do. Anything that has come up both before our service and since, Matt has made sure was taken care of.

Debe Snyder was our celebrant and she did an amazing job. The description of my husband that she presented from talking to us, was so accurate and detailed. It was like she knew him. Her touch of handing out small basketballs to those who attended, moved all of us.

I have to also mention John Katora, who stood in for Matt on the day. He helped my family back around 1985 when we buried my grandmother. I speak for the family I still have left when I say that he impressed us so much then and we have never forgotten. He also did an amazing job for us this day. He took care of our every need. All the people helping on the day of the service, were caring and made us feel cared for on one of the hardest days of our life. We thank you all very much.

Would you refer us to others? Yes. I have told everyone I know how happy we were and how cared for we felt. Anyone who attended the service, would have seen that for themselves. We received so many positive messages from friends and family who thought the service was beautiful.

Sherry Hunt, Widow of Jeffrey Hunt

Your comments about our staff: John and Todd were great!

Name Withheld by Request

Your comments about our staff: Scott and John were SUPER!!!

Mark Downs, Widower of Deborah J. Downs

Your comments about our staff: John was the nicest and most helpful person. He did everything he could to take some of the burden off of myself and my dad.

Shari L. Burrier, Daughter of Carolyn S. Ferguson

Your comments about our staff: I could not be any happier with your service.

Would you refer us to others? Yes!!! Already on it. I mention John Katora's name at every opportunity.

Steven M. Horning, Son of Janet E. Horning

Would you refer us to others? Yes. Your service was compassionate, caring, and informative. You listened with empathy to everything that was in my heart during my deepest grief and assisted me in making decisions my family and I will cherish through the years as we remember the one I promised to "love and to cherish" forever. Thank you Ernie and John.

Reverend William C. Sowers, Widower of Bonnie L. Sowers

Your comments about our staff: John Katora was an absolute pleasure to work with in this difficult process.

Amy S. Rawhouser, Daughter of Donna M. Rawhouser

Ernie,

Matt and John were both very understanding and helpful. The final prep and details were discussed and everything went as planned. My mother looked like herself. Thank you to your staff for doing a great job.

Wayne Hensel, Son of Dolly Mae Hensel

Comments from sons of Dolly Hensel: Everything and everyone were very professional. I knew John since you were over at Market Street and Matt was very nice also. He was helpful in letting me put a bottle of water and snacks in with Mom. And your team did a great job. Nancy Laird also did a great job. Mom looked like herself. Thanks for making this stressful time a little easier. Thanks again Ernie.

Charles Hensel, Son of Dolly Mae Hensel

Your comments about our staff: All staff members were professional and caring. A special thank you to John Katora, who was attentive to the needs of each family member.

Would you refer us to others? Yes. Your attention to each and every need and detail is to be commended!

Marlene L. Corcoran, Widow of Richard J. Corcoran

Your comments about our staff: Our primary contacts were John and Todd. They always took time to answer our questions, never rushed us or seemed bothered by our many phone calls.

Additional comments: For our sad and heartbreaking setting in the sudden loss of Rob, the visitation and memorial services were an exceptional tribute to our husband and father. Hundreds of people attended the services and your staff handled all with compassion and patience. We thank Heffner's for their help during our sad time.

Kathy L. Estep, Widow of Robert A. Estep

Your comments about our staff: John was very kind. Everything went as planned.

Would you refer us to others? Yes. In a very difficult time, John was very helpful. Everything was excellent.

Dennis M. Ross, Widower of Marianne Ross

Your comments about our staff: John and all the staff were very helpful and so sympathetic to our entire family during a very difficult time.

Kelly Kinard, Daughter of Clara B. Kinard

Your comments about our staff: I have known John Katora for many years as a fellow Lions Club member and friend. He was very helpful when my wife and I pre-arranged our services. I found Nate Ray to be quite similar to John in his professional duties and was very pleased with all aspects of the service that he provided.

Would you refer us to others? Yes, with the emphasis on pre-arrangements.

Paul L. Henry, Widower of Marjorie L. Henry

Your comments about our staff: Everyone was helpful and respectful of my mother and her family. Calm, reassuring, and answered all phone calls. No question was too small. I could not have been more grateful to be with such a kind staff.

Would you refer us to others? Yes. Professional, respectful, kind and calming. The spotless facility couldn't have been more clean and beautiful.

Additional comments: I would like to thank everyone. Starting with Betty Frey who I first spoke with. On the morning of December 19th, I had called her cell. She was out of town and even called me back and gave a name to speak to. She just didn't ignore my call. So I spoke to Kim that morning and went over what Mom and I had planned. Such a kind person. Then there was John and another gentleman with him at my mother's home. Well dressed and very respectful of mom and her family. Then on the 20th I met with Matt and went over everything. He walked me through everything. Helped me make choices that I had no idea needed to be done. What a kind man through all of this. From the staff in the office, to all I had contact with, I felt blessed to have such people there to guide and give the support that was needed. Sorry if I forgot any names. I thank you all again. Truly,

Kathy Dotzel, Daughter of Janice K. Monroe

Your comments about our staff: John Katora and Todd Eckert were exceptionally professional. Follow through was prompt, thorough and continuous. Initiative was taken by both to be as helpful as possible. We wish others were more like John, Todd and Dave Folkemer.

Mrs. Olga G. Toggas, Daughter of Athanasia S. Toggas

Additional comments: John went above and beyond in all things. We thought it was a very nice viewing. He helped and took care of things with a lot of care. Thank you very much for all your help. Thank you.

Mr. and Mrs. Roy J. Graham, Nephew and Spouse of Vernon A. Graham

Would you refer us to others? Yes. John Katora was the kindest and most helpful person I've ever worked with!! I've worked in many service industries; I know from experience a true person of compassion and fantastic work ethic in John. God forbid I need your services anytime soon, but I would call your company first and ask for John Katora. I can't imagine how hard his job can be at times. It's a gift and a blessing to find someone so pleasant, caring and competent during these times. Sincerely,

Deborah Edwards, Niece of Lillian I. Burke

Your comments about our staff: Matt was warm and professional and attentive to detail. Special thanks also to Kasie, who was very helpful during the visitation. You are fortunate to have a young woman with such grace and skill on your staff.

Additional comments: Thanks to Matt, John, Ernie, Kasie, Betty and all who made our experience comfortable and warm—like coming home. Will enjoyed working at Heffner's and was proud of the services you rendered then—and I know would have been very happy with the way his service went. It was wonderful to visit with and reminisce with the old gang. Those days were among his/our best. Oddly enough, the day of his funeral is one bright spot in this past year of suffering, and that's exactly the goal of a good funeral service provider—to bring people together to celebrate, remember, and love. Working through these hard days of missing Will, I look back on April 1st and have to smile once more. Fondly,

Anne Kostas, Companion of William Kostas

Your comments about our staff: Above all services! Was so pleased with the courteousness and warmth of the staff.

Your comments about our staff: Your staff has been wonderful. Especially Jessica and John. They made everything so easy and were very friendly. They treated me with respect and made me feel very comfortable.

Would you refer us to others? Yes. I would refer Heffner's to everyone. They were very helpful and made everything as easy as possible during a very difficult time. They take care of everything and continue to follow up afterwards with any concerns you have.

Mrs. Audrey V. Grove, Widow of Glenn A. Grove

Your comments about our staff: Special extra thanks to all the staff!! You all did an amazing job!! Especially Todd, Betty and John!!

Betsy Santiago, Daughter of Tomas Malave-Jimenez

Your comments about our staff: John Katora was outstanding, knowledgeable, caring, attentive and more!!! The rest of the staff at the service was great too.

Would you refer us to others? Yes. Absolutely! All questions and details were handled perfectly in a very caring manner. Couldn't have asked for more!

Susan A. Coggeshall, Widow of Anthony M. Coggeshall

Your comments about our staff: John and Nate were wonderful, kind, caring and helpful.

Additional comments: You all are awesome! God Bless!

Ms. Cheryl Bennett, Grandmother of Eden X. and Elias E. Lee Wright

Your comments about our staff: John Katora was very understanding and handled our situation in a helpful, efficient way.

Additional comments: We sincerely appreciate all that John and staff did in having our son's remains returned from Florida, and in handling the funeral arrangements here in York. Prior to contacting our Pastor and Heffner's, we had no idea how to proceed. After, a burden was lifted! Thank you.

Mr. and Mrs. Larry K. Logue, Parents of James A. Logue

Your comments about our staff: The staff, and especially John, were very helpful and sweet.

Would you refer us to others? Yes. You really know how to help someone out when a loved one dies. You are very helpful and understanding.

Mrs. Shannon White, Widow of Christopher L. White

Your comments about our staff: John Katora has been responsible for the funeral arrangements for all 4 of Chris' and my parents and I would go out of my way to recommend him to any of our friends and family. John and his team always conduct themselves in a highly professional manner and John's attention to detail and follow-up are amazing. We used a funeral home in Virginia for my father's arrangements there and the difference in service levels was noteworthy. John was so accommodating and always easy to reach, and on a personal note, he always provided a sense of calmness along with words of encouragement, comfort and support. In short, John cared and his care was obvious as was his thoughtfulness.

James B. Green, Son of James O. Green

Your comments about our staff: John is outstanding. Staff people are very helpful and accommodating to all of our requests.

Would you refer us to others? Yes. The service is great, and very much appreciated.

Dale E. Blocher, Son of Esther G. Blocher

Your comments about our staff: We used John Katora for my father's funeral in 1990. We were so glad he was still with Heffner's so that he was able to help us again—with my mother, Gladys Zartman's service on January 31. Since we were bringing Mom home to PA after 2 years of her living near us in MN, it was especially poignant and felt good to be able to use John again. He has always had the most kind, caring attitude, and it is never a problem to call him at any time—he always answered my calls, even in the evening! He conducts himself in a very professional manner, but above all, he exhibits such compassion for his clients! Thank you. P.S.—He doesn't look a day older than he did in 1990—which was 25 years ago! You must have hired him as a teenager!! Sincerely,

Christina Green, Daughter of Gladys I. Zartman

Your comments about our staff: John was very pleasant and helpful.

Rosalie B. Bitter, Widow of Arthur D. Bitter

Your comments about our staff: Everyone was very respectful and did an excellent job performing their responsibilities.

Would you refer us to others? Yes. Your goal to serve with a courteous, sympathetic staff in a comfortable, spotless facility and always treating people with warmth, dignity and respect was more than met by all. John was amazing and could not have done any more to help ease the stress through this difficult time. He knew what I needed before I did and was able to guide me through all that I needed to do.

Sue Sprenkle, daughter of Alice M. Henry

Your comments about our staff: Everything was done in an excellent manner. "John was great." (But I knew that from before due to us working with him somewhat. He is a very good person and funeral director. Heffner's is lucky to have him—hang on to him.)

Would you refer us to others? Yes, most definitely. My daddy, my grandmother and now my mom were at Heffner's. I was very pleased with all you have done for us. Thank you. (P.S.-other family members were at Heffner's, started at old home in Red Lion.)

Sandi Lee Sipe, Daughter of Carrie A. Gilbert

Everyone was so helpful. John was great. He is a very caring person. He showed my sisters and I what a professional was like years ago. You don't see that nowadays

I could tell that some of your staff had things to do, but would stop and listen as long as we wanted to talk. Thank you,

Paul "Dave" Johnson, son of Mary M. Johnson

Your comments about our staff: I know John Katora. He is a very compassionate man. I know my father was in good hands. Scott was wonderful too. Thank you both for everything.

Would you refer us to others? Yes. I have attended several funerals at this location and everyone is very nice, compassionate, and it is a very nice facility.

Stacey Rudisill, Daughter of Dennis L. Gemmill

Your comments about our staff: John Katora helped us with finalizing my father's arrangements. He was wonderful and went above and beyond to help us with everything. The young lady in your office was also very pleasant and a great help to us.

Would you refer us to others? Yes. You guys were great – made everything very easy and stressless. Thank you.

Anne E. Solter, Daughter of Alfred Solter

Your comments about our staff: John Katora was kind and comforting during the stress and burden of our mother's final wishes being executed. John took care of all our concerns and needs.

Would you refer us to others? Yes. The pre-arranged plan is a must for all. There is no better way to unburden family after a loved one passes.

JoAnn Baublitz, Daughter of Virginia E. Klunk

Your comments about our staff: Your staff is very caring and compassionate. Very courteous to everybody who came through the door and in parking lot.

Would you refer us to others? Yes. Very courteous and understanding to all of your needs, and I had no idea what to do. John Katora was as compassionate and caring to my mother and me. Made me feel at peace with everything.

Additional comments: I will have my funeral there when the time comes.

Mrs. DeLonny Olphin, Widow of Paul C. Olphin

Your comments about our staff: John and Matt were very kind and helpful. The Robert J. Klunk family "Thanks you" for your assistance to our every need at this sad time.

Would you refer us to others? Yes. All was addressed with ease for our family.

JoAnn Baublitz, Daughter of Robert J. Klunk, Sr.

Your comments about our staff: Our most sincere thank you and appreciation for a job well done in honoring our Father for his final farewell. My expectations were high, and I was not disappointed. Many thanks to Matt, John, Megan, and all participating associates for giving our Mother, and family and friends, wonderful memories as we pay tribute to a wonderful man.

Kim Jordan, Daughter of Herbert F. Anderson

Your comments about our staff: Arrangements for the funeral were made long-distance, and Matt was extremely helpful in making the process go smoothly. Matt, Scott and John were all both caring and professional, as was the rest of your staff at the funeral. They are all a credit to your fine organization.

Would you refer us to others?: Yes, I was totally satisfied with the help, care, and professionalism of all your staff.

Dave Stetler, son of Daniel Stetler, Jr.

Your comments about our staff: They were outstanding from the office staff, to Betty and Nate, as well as John and assistants.

Would you refer us to others?: If you want your final arrangements to be done by professionals, then Heffner Funeral Chapel would be the ones to handle them.

John Mingora, Widower of Charlean Mingora

Your comments about our staff: Your Heffner's staff is probably the best, in terms of "service excellence", that I have ever had the pleasure experiencing. Response time to follow-up calls and requests was timely and accurate.

Would you refer us to others?: Absolutely YES. I will highly recommend Heffner's for funeral services to anyone seeking such services.

Additional comments: My Father (Howard Barnhart) worked for Heffner's for a short time and always spoke of how pleased he was (and had been after retiring from your business) with the professionalism of the staff. I remember Dad stating that he wished he could have continued helping out at Heffner's, but his health condition limited his ability to perform many tasks that he would have wanted to do. Based upon my recent experience with Heffner's, I understand why Dad pre-arranged his funeral service with your firm. I will do the same if I retire in this area. Our family never felt hurried in any decisions we needed to make and John's recommendations, from time-to-time, were spot on. I also want to extend my family's thanks to the individual who prepared the body for viewing. Dad looked the best he has looked in at least a year, and it gave all of us comfort to see him (and know that he was) at peace. He certainly suffered over the past year and the relief of entering into eternal rest was obvious. Thank you all! Kind regards,

Scott Barnhart and family for Howard (Barney) Barnhart Jr.

Your comments about our staff: Everyone went out of their way to make sure we were understanding everything, and making us as comfortable as possible.

Would you refer us to others?: My father-in-law worked at Heffner's before his death. He spoke very highly of everyone. His opinion weighed heavily with us.

Additional comments: Thanks to John Katora for spending an evening with us for prearranging Uncle Tom's funeral. Nate and the intern were very gracious to the family. They prepared the identification viewing for us at a moment's notice. Thank you all,

Robie and Donna Rawhouser, family of Lee T. Amsbaugh

Your comments about our staff: As an employee of Heffner's, it gives me an opportunity to let others know that you will get 110% top of the line service when using "Heffner's". In the last few years, funeral arrangements were made for my husband, my cousin, brother-in-law, and just recently, my sister, and you can be assured that there is nothing they will not do for you and your family. The anxiety you may have just melts away when you talk with anyone on the Heffner staff, and the absolute cleanliness of the establishment, vehicles and crematory is very noticeable. You are in good hands with Heffners. Thank you so much, John K.

Gloria J. Becker, sister of Kathryn E. Fritz

Your comments about our staff: On a scale of 1 to 10, I would give John Katora a 10. "Thank You".

Gerald Zumbrum for Jean A. Shaner

Your comments about our staff: I didn't have anything pre-arranged – Mr. Katora took care of everything, for which I will be eternally grateful.

Would you refer us to others?: Many people at the service commented to me that it was a very inspiring memorial.

Norma E. Cutshall, Mother of Stephen E. Cutshall

Would you refer us to others?: Knowing John Katora (and I did request his) services) from Dad and church, I can't say enough "good things" about how he treats our family through these difficult times. John is excellent and so are the rest of the staff, so very kind and considerate. I've dealt with your home on many different levels, because of church and my duties there. I thank you!

Beth Lefever, daughter of Mary A. Lewis

Your comments about our staff: Everyone was very courteous and helpful. John was wonderful and fulfilled all requests. This was not an experience I wanted but your company and personnel made it manageable. Thank you.

Michelle Powley, daughter of James Krishinger

Your comments about our staff: The staff was most courteous to all our family – nothing was too much trouble to help make our situation comfortable for all of us.

Would you refer us to others?: Mr. Katora met with the family – went over procedures at the funeral home, church visitation, and trip to the cemetery. We did not have a feeling we were being pushed – a listening ear was given to our concerns. We were very pleased with everything.

Barbara C. Beck, Widow of Dean Beck

Your comments about our staff: My Mother loved working at Heffner's because of the people. She thought of each person there as family. The attentiveness, caring and thoughtfulness of each member of the staff was exceptional. I understand now, why she loved going to work. Thank you for everything you did to make this experience as comfortable as possible.

Additional comments: It takes a special person to understand the death, dying and grief processes. Every member of your staff and directors treated me and my remaining family members with compassion. Every detail was managed carefully. John is like a brother to us. He was always available, going way beyond what would be expected if he saw his calling as a job. He's passionate about his work and handles every detail with the highest degree of professionalism. I am unable to name each person on the Heffner staff who assisted me through this process, but I will be forever thankful.

Yvonne S. Gentzler, daughter of Ardoth Gentzler

Your comments about our staff: John Katora is wonderful.

Would you refer us to others?: I would refer Heffner, but even more I would refer John K. at Heffner.

Shane O'Neil, son of Gary M. O'Neil

Your comments about our staff: John was very helpful – took care of all the details.

Name Withheld by Request

Your comments about our staff: John Katora did an excellent job in handling this matter. He should be commended.

Gregory Peters, son of Bernard Peters

Additional comments: John Katora did a wonderful job! He is the best funeral director has ever worked with.

Angel Kern for Lester L. Yingling

Your comments about our staff: Your staff is excellent! Thank you, John, for an excellent obituary – you went above and beyond! Todd, you were superb at everything you did to help me – you are outstanding and made things beautiful! Thank you. Thanks to everyone for your hard work.

Nancy Bender, Widow of Howard R. Bender

Your comments about our staff: When John came to get Bruce, he showed such dignity in handling Bruce. Matt was very helpful in making the arrangements. The service was beautiful. Everything was displayed the way we wanted.

Kathy Shaffer Widow of Bruce E. Shaffer, Jr.

Your comments about our staff: I asked for John K., as he was superb in the way he handled my sister who passed 2-1-07. I cannot say enough when it comes to John and his professional and “very caring” nature, as I am sure you are very much aware of. The two ladies, one was an intern that picked up my Mother, respected our wishes to wait until they had her in the van to finish zipping her up. They also were wonderful as was all the other staff we came in contact with. And how you do the CD’s is so wonderful. Thank you so much.

Would you refer us to others?: Without a doubt I would recommend you to everyone. As a matter of fact, I started telling people about how great your staff and facility is since my sister’s passing. That is why I knew that when my Mother passed you were the one and only place I was going to call. Just walking in your front doors is such a calming atmosphere to come in to in the time of need. Thank you.

Additional comments: I have been in many funeral homes and I must say yours is by far the most calming atmosphere, none of the eerie feelings that you get from other places. I do hope that the other homes that you own are as wonderful and calming as your facility on Kenneth Road. They don’t have to be the state of art facility but the staff and surroundings can make it just as nice. Again, thank you for employing people as wonderful as John. ☺

Maggie Hicks, daughter of Wanda B. Wooters

Your comments about our staff: John and George were so caring and thoughtful. They made my necessary arrangements and service easier for me to handle. These men are truly exceptional.

Would you refer us to others?: I have now dealt with Heffner’s three times – my husband, Ron Minch, Sr. My Father, Clarence Edward Hartman and my Mother, Mary Hazel Hartman. Each time you people have treated me with the utmost courtesy and caring.

Cheryl Minck, daughter of Mary Hazel Hartman

Your comments about our staff: John and all of your personnel were great.

Would you refer us to others?: Couldn’t ask for anything better. Thank you so much for everything.

Jeanne Gross, Widow of Harry Gross Jr.

Your comments about our staff: They were very kind and considerate. They guided us every step of the way. John was especially thoughtful.

Doris Witta, friend and executor for Gloria F. Grove

Your comments about our staff: Your staff was great, and John could not have been kinder or more helpful.

Would you refer us to others?: I have already advised two couples to see Heffner and make pre-arrangements. It was a Godsend.

Jacqueline Bowman, Widow of John D. Bowman, Jr.

Your comments about our staff: John led us through a difficult time/process. He did a great job of making us aware of choices/options that were available. It truly shows that your organization really cares!

David S. Sites, nephew of Donald R. Fritz

Your comments about our staff: Matt and John did everything possible to make Andrew's burial as painless as possible. He took a very traumatic period and allowed us to focus on what we needed to while he concentrated on the details.

Would you refer us to others?: This is the second experience for our family w/Heffner. Throughout both, the staff has been outstanding. Courteous, attentive, compassionate and accommodating. I would highly recommend your company.

Michael Rexroth, father of Andrew J. Rexroth

Your comments about our staff: John was fantastic and a real comfort to our family.

Would you refer us to others?: Already have.

Tanya Crawford, daughter of Jack L. Markle

Your comments about our staff: John, Matt, and Dick were wonderful to work with. Everyone was so caring and very professional.

Would you refer us to others?: Although you're probably not the cheapest in cost for funerals, what you do is impeccable. Would I recommend Heffners to other folks? Absolutely! Again, please thank your wonderful staff for me again. They were all a class act in helping to send off my Mom in impeccable style. Very sincerely yours,

Lorry McClain, Mrs. Kenneth G. McClain, Jr.

Your comments about our staff: I have been absolutely pleased and content with the service of your firm – both for my Mother's funeral service and for my daughter last November. Nothing was overlooked! The staff (Todd and John) are exceptional individuals and attend to every need or wish!

Would you refer us to others?: I already have arranged for my own needs in the future and have referred others to you.

Bonita L. Julius, daughter of Mary T. Trone

Your comments about our staff: John Katora was an incredible blessing during a difficult time. From our first meeting at the nursing Home to the final details of my Mom's remains, John was courteous, attentive, thoughtful and caring. John handled every detail and removed the burden from my shoulders.

Would you refer us to others?: The staff, services, and facilities are excellent. I would not hesitate recommending your business to friends and family.

Ronald Baum, son of Judith M Baum

Your comments about our staff: John Katora was most helpful and solicitous. He helped make a sad occasion more bearable.

Would you refer us to others?: The people handling were excellent and the funeral parlor very serene and lovely.

Edna McDonald, Widow of John E. McDonald

Additional Comments: The night they came for Vern at our home, I felt very confident, knowing he was in good hands. Thanks to Nate and John, very professional, caring and compassionate.

John and all those who worked the funeral and committal service did an excellent job. Equal credit goes to the office staff.

I received a lot of positive feedback, which made me feel proud, that I am part of the Heffner family.

Ardie, Widow of Vernon L. Gentzler

Your comments about our staff: From the moment we came in contact with John, he was wonderful. He is very compassionate, caring & extremely professional. We even had to tell him that he is great. Thank you John, for everything. He should be praised by his boss for all of his caring ways.

Would you refer us to others?: Yes, because of the wonderful staff and knowing your loved one is getting cremated there and not being sent out and getting somebody else's ashes is so very comforting. We have been spreading the word.

Maggie Hicks, sister to Christine Bleveins

Your comments about our staff: Any staff that my family came in contract with were very pleasant and right away gave the impression that would help with anything that they could. John Katora put us very much at ease, was very professional, yet gave us ample time to make decisions, sometimes with some guidance. He made this time for us much more bearable.

Would you refer us to others?: Steve's service was respectful and dignified which I feel was partly contributed to your beautiful facility. He would have been pleased. I don't feel there was anything I would have wanted any different. And all the little extra things you do are wonderful. Thank You,

Carol Durs, Widow of Stephen A. Durs

Your comments about our staff: Fortunately, I have only had one other experience with being responsible for a funeral – my Mother died two years ago & you handled the arrangements. Everything was very well done. Now, for my Father, John outdid all expectations. What a kind, hard working, smart, wonderful gentleman.

Additional Comments: John anticipated our every need and handled everything with such efficiency and grace. All your staff was wonderful and you have a beautiful facility. Thank John and everyone please.

Pat Pines, daughter of Robert K. Pines

Your comments about our staff: John Katora was the first person to come to us on the evening my brother passed away. He was most caring to us. My brother was to be cremated, and I said we would like to see him again. He said we could see him the next day.

Would you refer us to others?: Of course, we always speak well of Heffner's. At our age we have many of our acquaintances have chosen Heffner's. They have experienced Heffner funerals, and they have seen how gracious and professional they are.

Betty L. Lacy, sister of Andrew J. Bower

Your comments about our staff: John Katora did an excellent job for as sick as my mother (ClaraBecker) was. He gave me peace of mind after I got to view her before the service. What a beautiful job. I had a lot of nice comments from our family & friends about how beautiful the funeral was. Thank you so much.

Would you refer us to others: Nobody ever wants to go through losing a loved one but John really made it easy with all the kindness and care that was shown from start to end. I can't tell you how much that was appreciated.

Dorne Becker, daughter of Clara Becker

Your comments about our staff: John Katora helped us in a very professional manner. He is an excellent person in this type of work. I enjoyed working with him.

Niece of Erma Kehr

Your comments about our staff: The staff was very good. John was wonderful. He was always nearby when needed and there before needed.

Would you refer us to others?: I have told many people about you. I have quite a few relatives in York on my father's side of the family. They all have heard how pleased I was with you.

Additional comments: Thank you so much for your care and concern for everyone. If you give everyone the care you provided us with, no one will ever be disappointed. I wish I was better with words. I don't feel I have expressed enough gratitude. Thank you!

Name Withheld by Request

Your comments about our staff: John Katora is extremely professional and a very understanding and compassionate person. He did a great job! Thank you.

Sue Stewart/Sally, sisters of Thomas Sauer

Your comments about our staff: All was very polite & courteous. Working with John Katora in the past this man is very good to work with.

John Brandenburg, son of Phyllis Brandenburg

Your comments about our staff: Your staff was courteous and helpful in every way.

Your comments about our staff: On a scale of 1-4 they rated 10+. John and staff were Excellent.

Name Withheld by Request

Your comments about our staff: The staff here at Heffner's were just unique & wonderful people. Having made the arrangements with John Katora was a Gods Blessing. You should be very proud of John. This gentleman was excellent to be associated with, curing my beloved loss.

Would you refer us to others?: The staff was very professional, caring & understanding. Most important to me was that each person employed there was down to earth people and very genuine.

Additional comments: I would like to say that I would recommend your Funeral Home, to other members of my family & friends. Reason for this is because yours are very down to earth people. Second is because your prices are very reasonable and your funeral home isn't just about money. Your directors work with you to help you with the amount of money that you have to spend during the difficult time of your loss. I feel that yours are not just about money. Once again I would like to comment about John Katora, this young man is very nice in every aspect. Mr. Ernie Heffner you should be very glad he is in your Funeral Home. He makes you feel very welcome and is concerned about the loss of your loved one. Very Truly Yours,

Marie G. Mitzel; for Robert E. Barnhart

John Katora was so sympathetic and compassionate with me. Being a widow at a young age he was such a help to me. I cannot praise him or anyone who helped me enough. Please give him and his staff my thanks.

Would you refer us to others?: The location, the beauty of the funeral home itself, and your staff are enough for me to refer you to anyone. Also, they had made my husband look just like he was sleeping – so at rest, which truly helped my children as well as myself. So many others had made that comment to me, both here and at Johnstown.

Rebecca L. Yagodich, Widow of Robert S. Yagodich

They were very understanding and helpful and was there 100% with all that needed to be done. Thank you all so very much. God Bless.

Would you refer us to others?: Because of the way you are there for the person who has lost a loved and the help and understanding and doing all that's possible for that person at the time of their losted one. I really appreciated everything that was done for me, the family and the loss of my husband.

This Funeral Home was made in Heaven, sent down from above, placed on earth, to be there for all who has losted a loved one and needed the help and understanding that's given by the people who serve the public. John Katora was one of those people. Thank you's all ever so much,

Marlene Christiansen, Widow of Hubert Christiansen

John Katora was the funeral director for our daughter's arrangements. He was very sympathetic, consoling and listened carefully to our every request. The attention to detail was very comforting. It was apparent from the start that we had chosen the best funeral home.

To be honest, we borrowed a phone directory after Laura died to "look" up your number. I had seen your TV ads stating that "your lived one never leaves our care" and that's what we wanted. We had no idea how much you would care for the family as well.

Lynn Ward, mother of Laura Ward

John (Katora) - excellent – professionally caring individual.

Ernie – once again thanks. Our private service was the way it was to be. John's assistance was beyond the call.

You are very fortunate to have Dena, Matt and John on your staff.

The excellent service you provided for us in April 1975 has remained the same, nearly thirty years later.

Ann and Gene Schultz, daughter and son-in-law of Margaret L. Jacoby

Everyone was awesome!! John Katora was just perfect. You made a really difficult time much easier for our family. Thank you.

Michele Record, daughter of Wendelin Gangwer

John went the extra mile to make sure everything was as planned. He was always available when needed. His love and concern for people's needs makes him the best in his field of employment. I pray he takes care of me – when the time comes. He has arranged several family services for us.

The tri-fold Life's Journey folder on Joe was something I had ever seen before. We got 100 extra made and many people have asked for one for themselves.

Glendora M. Stump, Widow of Joe Stump

John did a great job. He was extremely helpful and attentive. Your while staff helped us thru a very difficult time.

David Cohen, father of Michael Cohen

They couldn't have been nicer.

Your chapel and layout of the other rooms are professional but warm. Very nice, which helps to ease the sadness. The pictures of York and the birds are a very nice touch. They serve as conversation pieces at a very difficult time. All employees were very nice and helpful. John couldn't have been sweeter.

Name Withheld by Request

John couldn't do enough for me & my siblings. He was more like a concerned friend. I have dealt w/John on three occasions now – and it would take a lot to match his perseverance, style, humbleness, kindness, concern & understanding.

My Mother was a hard working, strict & loving woman. She did without years upon years to provide for her family. When the flower car and hearse pulled out front of us as we left the church, my family and I called out – Mother you're going "home" in style. After all her hard work and unselfishness, we could do something beautiful for her to meet her Lord.

I personally again want to say a very heartfelt "Thank You" so very much to all the employees – full & part time. At such a time as this whether sudden or long suffering – you need all the help, understanding & tenderness extended to you. Your company surely understands this and proceeds with our grief in mind.

Your traditions are exactly what a person needs at this time, Mr. Heffner. With gratefulness & appreciation,

Shirley M. Haugh for Emma V. Sweitzer

I have worked with John for my mother's and father's funerals and he does a great job. I would recommend him to anyone.

Kelly Grimm, daughter of Bettie J. Grimm

Everyone was very courteous & helpful. John was especially attentive and helpful and everything was carried out smoothly. The service was excellent. Thank you. Because of your excellent handling of both my mother's and father's funeral, I would highly recommend your services to others.

Terry Zettle, son of Hallard Zettle

John K. was above and beyond all that we wanted. He went out of his way to help us with an out-of-state transfer and ceremony.

Nancy Duncan, daughter of Mary J. Duncan

I wish I could think of a word to describe John Katora, he was absolutely wonderful, caring, and understanding, in every situation and was there at all times for my entire family. The words to describe your staff & funeral home I think would be: beautiful, wonderful and caring people. You showed every respect to our family and friends. Absolutely! I have the utmost respect for everything about you.

Mrs. Mary Walker Widow of Edward Walker

The staff was very caring about our feelings and wanting to help any way they could. They treated us with dignity and respect for our feelings. I would like especially to thank John for everything, arranging for transporting and services at another funeral home, out of town, and he was very considerate of our feelings and input. He was very helpful with our decision making in regard to our loved one. Thank you John.

Janice Chrismer, daughter of Kathleen Adams

John Katora and staff did a good job, especially at the Cemetery during a snow storm. Thanks again,

Everett Frey, Widower of Louise

Pre-Arranged – After speaking with Matt & John! Reputation

Rita Keim-Wynegar, daughter of Rita DeGrandis

I must say, that although the death of my mother was expected, it was also devastating. No matter how prepared we are for death, we just are not prepared. Your staff is wonderful. They are friendly, caring and professionals. John Katora made the entire process easy for me, taking off the pressure. I felt at ease and confident in your staff's ability to care for my mother as I would.

My mother looked like an angel. It was like the disease she had left her body – she looked like “our Mom”; not the sick woman we had watched slowly deteriorate and die. She was fabulous. She was at peace. I know it was John and the staff. With their work and obvious empathy, the service was a celebration for all of my family and friends. We couldn't have been happier. Everyone commented on the Top Notch Service you provided. “Nothing but class here”, they said. I have recommended your facility to anyone who would listen and I will continue to do so. Thank you to John and Matt, to all the staff & to you for providing such a fabulous place! Sincerely,

Rita

Your staff made a very emotional time so easy for all of us. Our mother looked so beautiful & peaceful, so natural. Our eternal thanks to John & all your staff.

Gayle Gentzler, daughter of Marian S. Fox

Your comments about our staff: We dealt with John Katora and Betty Frey, two very excellent people, whom I would recommend

Would you refer us to others? Yes. Everyone did a good job.

Ms. Jane Arnold, Daughter of Ethel Roe

Your comments about our staff: John was extremely understanding and thoughtful.

Name Withheld by Request

Your comments about our staff: John was great and very respectful. Those extra unexpected little things, i.e. cookies, fudge, made it especially more of a celebration of Mom, not a focus on her being gone. There was not one relative or friend that has had anything bad or negative to say about this service. All marveled and remarked that it was one of the most beautiful they have attended. And special thanks to Betty for all of her little extras, the hearts, and for thinking of "Angels Among Us." As said earlier, this was a great celebration of my mother's life. You helped us to focus on what she was and did for us, not that she would no longer be there to do them. Rather that she will always be with us by the way her life touched us all. Thank you so much.

Sharon A. Miller, Daughter of Laura J. Miller

Your comments about our staff: Matt and John who helped tremendously in the home going service for my mother "Esther Buchanan" on March 2nd, were wonderful, attentive to all our needs and concerns. It was a great pleasure working with them. Thank you again.

Marguerite Shelley and Sarah Thompson, Daughters of Esther C. Buchanan

Your comments about our staff: Mr. Katora helped during a very difficult period and through family dynamics. He was excellent.

Would you refer us to others? Yes. Service was excellent. Friendly staff. Knowledgeable.

Charles J. Snyder, Son of Estelle D. Snyder

Your comments about our staff: Matt, John and the entire staff did an excellent job with my Father's service.

Would you refer us to others? Yes. Everyone was extremely helpful through all aspects of this confusing and emotional time.

Charles R. Kelley, Jr., Son of Charles R. Kelley, Sr.

Your comments about our staff: John and staff (From John to Megan and everyone in between), very professional, helpful, kind and courteous.

Would you refer us to others?: Yes, every time I have had any communication with the funeral home, it has been more than exceptional service. John is beyond exceptional!!

Tammy Barclift, daughter of Pauline J. Warner

Your comments about our staff: Our experience from the beginning with John Katora helping with the preplanning for Mom, to the day of Mom's service with Nathan Ray, was very good. Nathan and the staff involved were very helpful in planning and coordinating the second service for Mom in Milwaukee, Wisconsin, all went well and the Chapel in Milwaukee praised the work done in York. Thank you all!

Additional comments: Thank you all for your efforts! Megan, thank you for the preparing of the C.D. It will be a great keepsake for generations to come. We used it for the second service as well in Milwaukee. The whole staff was truly a blessing.

Henry L. Guenther and Peggy L Guenther

Would you refer us to others?: John Katora was very professional, and a gentleman, and everyone that gave us service at all, was very professional in every way. Thank you. Sincerely,

Glenn Grove and family for Betty J. Grove

Your comments about our staff: John Katora was wonderful. He made sure the ceremony met our needs. He went out of his way to ensure that we didn't have to worry about anything. He delivered flowers and dropped off our son's belongings.

Would you refer us to others?: We have been to many funeral parlors and none compare to the Red Lion Heffner parlor. The beauty, size and atmosphere make losing a loved on bearable.

Heather Goebeler, Mother of Cannon J. Goebeler

Your comments about our staff: Excellent!

Would you refer us to others: Everything looked awesome and John, our director, could not have been better!!

Brent Morrison, son of Paul B. Morrison

Your comments about our staff: John was always compassionate. If I had a question, as I looked away for him – he was always there. He thought of everything for us. It was as expected.

Would you refer us to other?: The place is clean, nice rooms, and plenty of space for amount of people we had.

Pauline J. Warner, Widow of Dennis R. Warner

Your comments about our staff: Mr. John Katora was very helpful in our time of need. He explained things to us. Even though this was a very difficult time for my son and me he made things a little easier, and your office staff was terrific.

Would you refer us to others? People have commented how beautiful the service was there. I wish I wouldn't have had to use your services this soon in my life, but I'm glad you were there to provide these services. Thank you John.

Joan Sweitzer, Widow of Dennis Sweitzer

Your comments about our staff: The staff provided exceptional customer service. The staff in my opinion went way beyond the call of duty. In time of needing help and advice, they served us with warmth, dignity and respect. They were courteous, sympathetic and I would highly recommend this facility using this staff.

Would you refer us to others? I would highly recommend this facility and staff due to the exceptional customer service provided at time of need. John provided excellent direction, and without him, we could have not gotten through the funeral.

Dawna Lee Smeltzer, daughter of Daniel L. Jones

Your comments about our staff: We visited your Red Lion office on short notice to make funeral arrangements (without an appointment); John Katora was extremely helpful and understanding. John was very patient and thorough, answering questions.

Would you refer us to others?: Yes, under any circumstances, we would recommend your services.

Nancy and Keith McCleary for Virginia L. Nameck

Your comments about our staff: John and the staff were patient and kind. They helped me with decisions that were so difficult. I am truly grateful.

Would you refer us to others?: Doug's memorial was professional and personal. I feel he was honored as I wished.

Jessica Patton, Widow of Douglas Patton

Your comments about our staff: John and his staff made this entire period of time as comfortable and pain-free as could possibly have been. Thank you.

Verna E. Price, Widow of James R. Price, Jr.

Your comments about our staff: John, Sandy, Louella and Betty were all a great help and comfort. Nothing was too much trouble. There were always accommodations upon request or if a "barrier" popped up. These are wonderful people – caring people.

Name Withheld by Request

Your comments about our staff: Sandy, Matt, John and Louella all went over and above which was very comforting. All of the gentlemen working the day of the funeral in the extremely cold weather need to be commended. The guest book attendant was also very courteous.

Would you refer us to others?: The facility and all the staff make a very sad time easier to cope. The kindness and compassion is very comforting.

Additional comments: The Celebration of Life Service for Ronnie was truly a celebration of a wonderful life and thanks to the entire staff at Heffner we focused on the life and that was the comfort that got us through this difficult time. God Bless You All!

Bonnie Hoffmaster for Ronald Hoffmaster

Your comments about our staff: Support and assistance exceeded my expectation, very professional, proactive and focused on my personal needs.

Would you refer us to others?: Yes, John Katora is the best that I have experienced in my lifetime of receiving thoughtful and much needed understanding of my thoughts & needs. I respect his truly sincere approach and direction to get things on track and done!

Donald E. Gauntner, Widower of Sandra Gauntner

Your comments about our staff: All staff was very helpful and courteous. However, John Katora was especially gracious at a very difficult time. At every turn he anticipated our needs.

Otilie Grim, daughter of Myles Jones

Additional comments: We were very pleased to see John's face, on the day Miriam passed. John's was who came to Miriam's home, when her husband James E. Mitzel died 15 years ago, and she was pleased with everything you did for them for James. Matt and John could not have handled anything any better for us. We appreciated everything they did for us to make Miriam's funeral easier on us. Our daughter-in-law, Karen Anderson, works for Comfort Inn hotels as their Sales Manager, and she was also very impressed with how we were taken care of, she said everything was "top-notch". Thank you again to everyone!

Rodney Anderson, for Miriam Mitzel

Your comments about our staff: Your staff did an outstanding job; especially Mr. John Katora, as he went out of his way to get my Mother's ashes to me as soon as possible. Thank you all very much.

George Felix, son of Alicia M. Velez

John was the most kind and considerate person I have had the pleasure of dealing with.

Would you refer us to others?: My father in law said that this was the most beautiful funeral he has ever been to. The Minister's wife said she would recommend Heffner to anyone.

Daniel R. Harpine, grandfather of Jacob Daniel Huson

From the time I called John Katora, immediately after learning of my daughter's diagnosis, until the time I met with John to make pre-arrangements, to the night Eric & colleague arrived at the hospital, through the cremation process an on the occasion of both funerals in Philadelphia and Brogue, Heffner's was totally helpful and anticipated our every need. Everything was done with professional dignity and kindness.

Most important reason for selecting us: Previous service* - I had observed Heffner's handling of funeral arrangements for my parishioners.

I would gladly refer Heffner's for the reasons stated above as well as the wonderful service of the office staff. Above all, John Katora's kindness and flawless professionalism is deeply appreciated. We will always remember how you helped us to show our love for Katie in these final symbolic and personal ways. Thank you so much for treating her and us with such respect and care!

Rev. Guy C. Carter, father of Katherine Carter

Todd and John went out of their way to make sure everything was what the family requested. Your facility and staff has continued the personal, caring service that has been the reason our family has returned in the past. I for one, will continue to use your services in the future. Thank you,

Brenda Saylor

Very helpful, in every way, office staff, spacious room; not crowded. John was super.

Helen M. Ashton, Widow of Roy E. Ashton

Sandy, Nathan and John were very courteous and compassionate to our needs and feelings guiding us through the process. We planned with Sandy and Nathan mostly. They became to us like dear friends. Sandy, Nathan, John and the men in the parking area provided excellent service. It was an excellent team effort. We feel you can be very proud of all of them.

Frank & Margaret Madden, son-in-law and daughter of Louise G. Reichard

Everyone we came in contact with gets a (4) especially John, who was with us from the beginning.

It's almost 4 months and I'm going to try to write a comment worthy of the courteous service you showed my family. It started with the morning John came for my husband – the kids all wanted to be part of those last minutes and John showed them how- and it didn't stop till everyone that wanted had put a shovel of dirt on his grave.

From the night of the viewing to this day, I've heard comments about the beautiful service – the most unusual and different funeral I've ever been to – people say it was a most appropriate tribute to my husband. Everything the kids and I suggested John would say, “We can do that”. The kids took some photos of the chapel and they are beautiful. They also made me a CD of all the photos from the boards. Thank you for everything. In His Love,

Bev Beverly Keeseey, Widow of Harold Keeseey

Everything was great (under the circumstances) no one couldn't have been any nicer.

I had no idea what I was doing after talking to Todd the night my mother passed away – He said we would take care of everything and he did and John was great also. The night of the service, Sept. 10th the lady at the door was inside, I started walking out and she jumped to get the door for me. I told her she didn't have to but she said yes she did. Everyone was so wonderful.

About 4 years ago my cousin was killed in a car accident, the services were in Glen Rock. The man there was rushing people to hurry up so we could get on with the service. People were still lining up ½ block up the street to get in. It was after 9 PM and he was all beside himself because he couldn't go home. He was very rude.

My family has used your services several times, Truman Ehrhart, Truman Willwert, Jennifer Ritter, William McKinsey Sr., all within the last 9 years. I have never heard any complaints.

I know some of us did stay longer at my mother's service but it was nice not be rushed. I can't stress enough how wonderful and great everyone was. Thank you so much.

M. Dufek daughter of Diane Willwert

John was very helpful along with the entire staff. Todd did a super job the night they came to pick up Mom at her home. Thanks to everyone for everything.

Mark Downs, son of Hazel R. Downs

We have been extremely pleased with the entire staff, especially John Katora who has been most helpful and genuine, we are very impressed.

Gladys Opsitos, daughter of Gladys Fleagle

John was a very caring, empathetic and compassionate individual. His people skills are commendable. A painful and highly emotional situation was made more acceptable with his guidance.

Carol A. Bohnlein, daughter of Harold Leiphart

Great staff all around. Our family has dealt with Heffner's for 30 years and the staff have always provided what was needed before, during, and after the service.

John was gracious, and helpful also, with his call to me on meeting to make arrangements. Ed offered some ideas for the service and made sure our needs were met during the service.

Wendy Beaverson, niece of Emily Smith

Very professional and so caring!!! Lou was so kind to the family & I, personally, felt so easy having him take care of Bill's final arrangement. Nothing was too much for him to handle. I had just finished my pre-arrangements in 1988 with John Katora when my brother-in-law, Daniel F. Good passed away in Homewood, Ill. Having been from York, my sister called me and asked who she should call – as she wanted a York viewing for her husband. Without hesitation – I told her to call John Katora – which she did & was overwhelmed how every detail of the transportation and service was handled.

Emily E. Cover, Widow of William F. Cover, Jr.