5-Star Google review was received from Mrs. Beth Hagen regarding the passing of her father, Mr. Jerry Crosser. Her comments were on behalf of her mother and siblings. Services were arranged by Nate Ray via our Kenneth Road chapel. NOTE FROM ERNIE: The following affirmation is not the first time we received positive comments about our practice when transferring a deceased Veteran into our care, an American flag is respectfully draped over the Veteran.

We are incredibly grateful for the care, compassion, and professionalism shown to our family during such a difficult time. My father died at home after a brief illness. What especially stood out to us was the dignified and respectful way they handled bringing our dad from his home. As a Veteran, he was draped with a flag. That is now our last memory of Dad at home - not pain & suffering, but being treated with the honor, dignity and respect he deserved. Nate was kind, attentive and compassionate. We cannot thank him enough, along with all the staff, for helping us. We would highly recommend their services to anyone in need.

Beth Hagen

Your Comments about Our Staff: Melinda Lou made an impression on my wife as someone who was not only gracious and considerate, but also brave and courageous when she stopped traffic with just a stop sign. Nate was an excellent guide through the entire process. The men at the graveside were extremely respectful and attentive.

Would you refer us to others? Yes. Without hesitation. A death in the family is so traumatic even if expected, and your staff takes on all the burdens of making the logistics work smoothly. The book you provided, the thumb drive of photos, and all the other guidance was very helpful and appreciated.

Dr. Brian Grim, Son of the late Estola M. Grim

Your Comments about Our Staff: We truly feel that Heffner's is a class act. The entire staff was highly professional and had a calming presence that made us feel reassured during a very difficult time. We especially appreciated being given the opportunity to say goodbye to Joann privately. After what we experienced at the hospital, we are very thankful that we were able to see her again looking peaceful and natural. It meant a great deal to our family to have that final memory of her. We never felt rushed and were given all the time we needed. The staff was also extremely patient with us as we prepared Joann's obituary and made sure that Larry, Todd, Eric, and Garrett all felt that they had a seat at the table throughout the arrangement process. Everyone's thoughts and wishes were heard and respected. Nate was especially diligent about checking in with Garrett and allowing him to handle many of the details and communication on my behalf. That meant more to me than he probably realized. It allowed me to step back from some of the decisions and logistics and simply focus on grieving the loss of my wife. I knew things were being taken care of and that Garrett could speak for me when I didn't feel up to doing so myself. Ernie also took the time to give me a book about grief. It was a simple gesture, but an incredibly thoughtful one. In the days afterward, that book helped me begin to understand some of what I was experiencing and gave me some direction as I tried to figure out my next steps. I am very grateful that he thought to give it to me. At my age, I have unfortunately attended many funerals and dealt with a number of funeral homes over the years. I can confidently say that Heffner's is a cut above the rest. Our family is sincerely grateful for the care, dignity, patience, and compassion you showed Joann and all of us.

Larry Kern, Widower of Joann Kern

5-Star Google review was received from Mr. Jaden Nguyen regarding the passing of his father, Mr. Trung Nguyen. Services were arranged by Nate Ray via our Kenneth Road chapel.

Heffner Funeral Chapel was a huge help to our family during a difficult time. Everything went smoothly, and the funeral was beautifully arranged. The whole team did a great job, especially Nate, who was very understanding and flexible with our needs. We're very grateful for everything they did for us.

Jaden Nguyen

Your Comments about Our Staff: Nate was very accommodating about everything and probably the best person we ever met. Additionally, his staff did a great job in setting up the funeral.

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

Would you refer us to others? Yes. Everything was well done and we were satisfied with the service.

Huong D. Nguyen, Widow of Trung H. Nguyen

Your Comments about Our Staff: Job well done.

Please check the most important reason for selecting us. Reputation and previous service.

Would you refer us to others? Yes. Very professional, met all of our needs. Mr. Ray even anticipated and took care of items we did not consider.

David Becker, Son of the late Janet L. Becker

Your Comments about Our Staff: The entire staff was incredibly professional and attentive, ensuring our family didn't have to worry about a single detail during a very difficult time. Nate truly went above and beyond for us. His deep empathy, ease of communication and seamless professionalism made a world of difference. I wish every family going through a loss could experience the level of care and genuine compassion Nate provided.

Please check the most important reason for selecting us. Location, reputation and previous service.

Would you refer us to others? Absolutely! The peace of mind Heffner Funeral Home provided our family was invaluable. Nate and his team handled everything with such dignity, grace and flawless organization that we were able to focus entirely on honoring my mom.

Tin Nguyen, Son of the late Ngoc Lan Nguyen

Your Comments about Our Staff: Nathan was absolutely wonderful and compassionate. He called on numerous occasions to see how I was doing which meant a lot. He sure made this whole process easy for me. Forever grateful.

Would you refer us to others? Yes. I had no idea where to start and he walked through every detail with me.

Additional Comments: Thank you again for everything Nate. I could not have gone through this without your help. Forever grateful.

Tammy Schalk, Widow of Donald J. Schalk, Jr.

Your Comments about Our Staff: Nate was fabulous. He answered all my questions and was so kind. Couldn't be more pleased with the experience!

Please check the most important reason for selecting us. Location and referred by Gentiva Hospice.

Would you refer us to others? Absolutely! The bed was so much better than a casket. Very personal. Just lovely. Thank you for everything.

Kelly Grimm, Daughter of the late Karen L. McCarthy

5-Star Google review was received from Mrs. Sherri Kirkwood, daughter of the late Mrs. Helen Thomas. Services were arranged by Nate Ray via our Kenneth Road chapel.

Nate was wonderful and so easy to work with. My husband and I will be using them in the future. I loved Heffner's too; they did a great job.

Sherri Kirkwood

Your Comments about Our Staff: Nate was wonderful, knowledgeable, kind, compassionate and always followed up with me. My husband and I will be using Heffner's in the future for our own needs.

Sherri Kirkwood, Daughter of the late Helen D. Thomas

Your Comments about Our Staff: On the darkest day of my life, Nate was such a comfort and I cannot thank him enough for all he did for me and my sister after our mom's passing. Our appreciation for Allison should also be noted for her compassion, attention to detail and going above and beyond to honor our mom.

Would you refer us to others? Yes. Every experience we've had with Olewiler Heffner has been amazing. The support we've received from each member of the staff had made us feel more comfortable during times of grief. Nothing has even felt like a business transaction.

Lydia Ann Stern, Daughter of the late Patricia A. Stern

Your Comments about Our Staff: Todd was professional when arriving at the house to take my mother into your care. Although everything was pre-arranged, Nate helped me to finalize things and worked with me on a date to perform the cremation and burial that worked with our schedules. My son wanted to be there to witness the start of the cremation and say his last goodbyes, they allowed us that opportunity and gave us as much time as we wanted to say our last goodbye.

Would you refer us to others? Yes. Even though everything was pre-arranged, Nate still took the time to explain everything in detail to me and was professional.

Richard Warner, Son of the late Janet M. Warner

Additional text message received from Mr. Mervin Kashner, husband of the late Mrs. Linda Kashner. Services were a preneed fulfillment arranged by Nate Ray via our Red Lion chapel.

Very Satisfied.

Melvin Kashner

Your Comments about Our Staff: Nate and Todd were very helpful arranging everything from the private viewing at the funeral home to the burial at St. John Sadler's Cemetery.

Mervin A. Kashner, Widower of Linda S. Kashner

Your Comments about Our Staff: Nate and his team were fantastic. Nate anticipated needs, was attentive to details and made us comfortable in a difficult time.

Name Withheld by Request

Additional Comments: Nate was exceptional. He listened to our requests and needs and made it happen. He was very accommodating to the cultural expectations of our family. During the service, Nate made sure we were all right. He took care of many behind the scene aspects so that it would be a smooth event. After the service, Nate brought all the arrangements to our place. He made sure they were taken care of and that we were good with it all. Our family is so thankful for Nate and his team. We couldn't have had a more beautiful celebration of life for my father. Thank you!

Elizabeth Lieu, Daughter of the late Hung T. Luong

Your Comments about Our Staff: Mr. Nate Ray was so professional in every aspect.

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

Would you refer us to others? Yes. Because of the services we received.

Paul L. Bollinger, Widower of Drena K. Bollinger

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

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

Cheryl Folkenroth

Your Comments about Our Staff: Everyone from Nate to the doorman were great.

Name Withheld by Request

5-Star Google review received from Mrs. Victoria Curry regarding the passing of her father-in-law, Mr. Frank Curry, Sr. Services were arranged by Nate Ray via our Kenneth Road chapel.

There really aren't enough words to convey how completely wonderful Nate and the Heffner team were in handling my father-in-law's services and cremation. They were compassionate, professional, personal and caring. The facility is beautiful, warm and comfortable. We had a live stream of the service for those living outside of the area that Nate managed for us. Everything was promptly handled and efficiently managed. We are grateful for this amazing team.

Victoria Curry

5-Star Google review was received from Ms. Sarah Weaver Noguez regarding the passing of her father, Mr. James Weaver. Services were arranged by Nate Ray via our Red Lion chapel.

Nate was extremely helpful, compassionate, and understanding. We couldn't have asked for a better person to help us travel a road we hadn't visited before.

Sarah Noguez

Your Comments about Our Staff: Nate was exceptional and did everything possible to assist us through this process. Isabella filled in for him on the day of the service, and she was so sweet and kind to our entire family. Amy's service was exceptional and she did a wonderful job memorializing Donald's life.

Would you refer us to others? My brother passed away in 2015, and my family used another local funeral home. They did not do anything close in regards to what you all did to memorialize and share the loss with us. I appreciate the care and compassion you all have.

Ed Lane, Son-in-law of the late Donald L. Miller

Your Comments about Our Staff: Nathan is such a caring gentleman. He was very patient with our decisions and made us feel like he was part of our family. Which helped with the pain. He could not have been any more helpful.

Would you refer us to others? Yes. It's very hard to lose a loved one, but it was made easy to make arrangements without feeling overwhelmed. Your staff is very caring and professional. You should be very proud of how they handle such a time of sorrow.

Christine Weaver, Widow of James E. Weaver

5-Star Google review was received from Mrs. Christine Weaver regarding the passing of her husband, Mr. James Weaver. Services were arranged by Nate Ray via our Red Lion chapel.

Could not have had a better person than Nate to help our family during this difficult time. He was very patient and helpful. Respectful in every way possible. We felt very comfortable and my adult children felt the process was very personable. Thank you very much Nate.

Christine Weaver

Your Comments about Our Staff: Nate has been outstanding in taking care of my brother in every way possible! Even called me to see how I'm holding up! He is a very professional man!

Would you refer us to others? Yes. I've had 4 family members in your care and know that there will always be a professional level of care at time of grieving.

Jeffrey B. Martin, Brother of the late Edward L. Martin

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

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

Your Comments about Our Staff: Staff was courteous, attentive and anticipated our every need. A special thank you to Todd, Nate and Brooke for making this emotional time easier for our family.

Would you refer us to others? Yes. Everyone was sympathetic, respectful and genuine. Every aspect of our loved one's service went smoothly.

Additional Comments: Thank you for your support even after the funeral.

Lonna E. Disbrow, Widow of Lawrence E. Disbrow

5-Star Google review was received from Mrs. Jessica Gall regarding the passing of her father, Mr. Timothy Mummert. Services were arranged by Nate Ray via our Kenneth Road chapel and Amy Favorito served as the celebrant.

In a time that is inherently difficult and overwhelming, Heffner provided an experience that was nothing short of exceptional, transforming a potentially horrific process into one that was manageable and deeply comforting. From the very first phone call to the final moments of the service, every interaction was handled with seamless professionalism and genuine care. The entire team, especially Nate and Amy, at Heffner made us feel like a top priority. Their approach was remarkably compassionate and understanding; we never once felt rushed during any of our several meetings. They took the time to truly listen and care for us, ensuring all of our needs were met with reasonable and meticulous attention to even the smallest of details. I am profoundly grateful for the love, support, and unwavering compassion they showed my family following my father's death. Heffner of York stands out for their dedication to making a painful time as easy as possible. I highly and unequivocally recommend Heffner; they are truly outstanding.

Jessica Gall

Your Comments about Our Staff: We met with Nate to pre-arrange services for my dad. Dad passed 2 weeks later, far before anyone expected. We then scheduled/arranged his services with Isabella. Both Nate and Isabella represent you very well. They were sympathetic, respectful and professional.

Would you refer us to others? Yes. We lost two family members for which Heffner's handled the arrangements. Nate helped our family with both services and again he was kind, understanding and professional.

Name Withheld by Request

Your Comments about Our Staff: Nate was very attentive to my needs. He was kind and considerate. He answered all my questions. You even provided the other pallbearers that we needed.

Please check the most important reason for selecting us. Location, reputation, previous service and pre-arranged.

Would you refer us to others? Yes. I had my husband's funeral there back in June 2008. I have my own arrangements made with you. My father-in-law and my mother's funeral were at your facility as well.

Joan E. Sweitzer, Daughter-in-law of the late Loretta M. Sweitzer

Your Comments about Our Staff: Nate and Amy were wonderful! All your staff seemed so caring. It really helped us feel like you were family to us. Thank you so much.

Would you refer us to others? Yes. Thank you again for making this time during the loss of my husband and our children's father better. Everything went so smoothly. It made our time of grief better in a way.

Lu Ann Mummert, Widow of Timothy S. Mummert

5-Star Google review was received from Mrs. Carolyn Beakler regarding the passing of her father-in-law, Mr. Barry Beakler. Services were arranged by Nate Ray via our Kenneth Road chapel.

We have had two situations where Nate Ray of Heffner Funeral Chapel served our family. One situation was sudden, and the other was pre-planned. In both instances Nate was personable, professional, thorough and sympathetic. In a time when grief can be overwhelming, we felt we were understood, and the last wishes were honored with integrity and compassion.

Carolyn Beakler

Your Comments about Our Staff: Everyone was so helpful during this very sad time. Nate and the girls in the office did an excellent job in making sure everything was perfect.

Please Check the most important reason for selecting us. Reputation and previous service.

Michelle Wallace, Daughter of the late Susan V. Allan

Additional Comments: My husband had everything pre-arranged which made it so much easier on me. Scott and Nate were wonderful.

Cynthia Bankert, Widow of Jeffrey I. Hassinger

Your Comments about Our Staff: All of your staff were amazing! Scott was my initial contact and made preplanning easy! After mom passed, Scott was wonderful. Nate handled the funeral and was also great to deal with. You have a wonderful staff.

Would you refer us to others? Yes. Scott, Nate and the rest of the staff was wonderful. They were kind and accommodated every request. They made a hard time easy to deal with.

Shel Spyker, Son of the late Sylvia A. Spyker

Your Comments about Our Staff: Nate was compassionate, informative, and always available to answer our questions. Extremely professional, but most importantly, kind.

Would you refer us to others? Yes. Extremely impressed with all the staff we came in contact with during this emotional and stressful time.

Barbara Hoffman, Daughter of the late Elsie W. Bellis

Your Comments about our Staff: The staff was knowledgeable and compassionate at the same time. Both times I had use of your services were beyond what I expected. With my husband, the funeral wasn't prearranged and I was very stressed. Nathan was a great help to myself and my sons. With mom, everything was prearranged and Matt couldn't have been more supportive than he was. I know the staff will help my sons when it is time for my prearranged service.

Would you refer us to others? Yes. When my father-in-law died, your staff helped my husband and I tremendously (Aug. 2006). My husband and I decided then that Heffner's was our choice for us. My husband was a marine and hated any snafus, I am a list maker and hate loose ends. Neither of these things have happened with Heffner's, thanks to your staff.

Linda S. Arnold, Daughter of the late Doris R. Beitzel

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

Robert H. Gundlach, Widower of Mary E. Gundlach

Your Comments about Our Staff: Nate Ray was wonderful and extremely helpful. I so appreciated his attention to details.

Would you refer us to others? Yes. Nate even came to my house to drop off the final paperwork. His help with the veterans was so important. I believe it helped my husband to accept his imminent death.

Laurel Roberts, Widow of Scott A. Roberts

Your Comments about Our Staff: Scott Ball, Nathan Ray and Todd Eckert were all very professional. They accommodated my time and were timely about responses.

Name Withheld by Request

5-Star Google review from Mrs. Dorothy Kramperth regarding the passing of her husband, Mr. James Kramperth. Services were arranged by Scott Ball via our Kenneth Road chapel.

From the moment we spoke with Nate then meeting Scott, we felt comfortable. All details of my husband's cremation were fulfilled as requested.

Dorothy Kramperth

Your Comments about Our Staff: Nate was very helpful throughout the process.

Charles Deller, Son of the late Anne McDaniel

Your Comments about Our Staff: Nate was most helpful in all aspects of the process. He was a pleasure to work with.

Name Withheld by Request

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

Doug Noll, Son of the late Nancy Ann Noll

Your Comments about Our Staff: Nate and Todd were both very professional and also personable in helping us with the process of laying my father to rest.

Would you refer us to others? Yes. Everyone is very helpful and friendly and the atmosphere is relaxing which makes the process more bearable.

Donna Holland, Daughter of the late Donald L. Dietz, Sr.

Your Comments about Our Staff: Nate was extremely kind and helpful.

Name Withheld by Request

Your Comments about Our Staff: During the hardest part of my life, I can't express enough how pleased I was with the care, compassion, professionalism and respect from Nate Ray and staff. He went out of his way to help me. I will always remember that.

Please check the most important reason for selecting us. Referred by my wife.

Would you refer us to others? Yes. The most professional, respectful, caring company I have ever dealt with. I will always remember you.

C. Edwin Mohler, Widower of Pamela L. Mohler

Your Comments about Our Staff: Nate was excellent! Highly recommend, went above and beyond.

Cheri R. Reed, Daughter of the late Terry L. Bacon

Your Comments about Our Staff: There is not one thing that I found wrong with your service. The staff were all wonderful. Nate was great and the girls in the office were great, everyone was comforting.

Would you refer us to others? Yes. The customer service was great and the facility is very pretty and not morbid.

Sherri Fosbenner, Widow of Arthur W. "Bo" Fosbenner

5-Star Google review received from Mrs. Patti Kuhn regarding the passing of her husband, Mr. Gerald Hottinger. Services were arranged by Nate Ray via our Kenneth Road chapel.

Ernie Heffner and Nathan Ray went out of their way and were way beyond EXCELLENT in their willingness to listen to my ideas and to implement ALL of the small details that made my husband's funeral, cremation, and casket uniquely his. There is nothing Nate wouldn't do, day or night, to support me and make sure the details were perfect in honoring Jerry as a veteran, husband, and friend to many. Thank you, Nate and Ernie, for your amazing patience and kindness during this time and even now months later as you support me in my grief.

Patti Kuhn

Your Comments about Our Staff: Nate was very accommodating and helpful. He made the grieving time easier than we expected. Nate also put up with my husband.

Would you refer us to others? Yes. It is a beautiful place and everyone was kind, caring and helpful.

Melissa Fahringer, Daughter of the late Mary Ann Strayer

Your Comments about Our Staff: Nate was very helpful as he was great with understanding. I don't know what I would have had done without his help and patience.

Gwendolyn Becker, Widow of Ray L. Becker

Your Comments about Our Staff: Nate was amazing to work with!

Kayla Glatfelter, Granddaughter of the late Esther Mae James

Your Comments about Our Staff: More than excellent. Nate went way above excellent in his willingness to listen to my ideas and to implement all of the small details that made Jerry's casket and funeral uniquely his. There was nothing Nate wouldn't do, day or night, to reassure me and to make sure the details were perfect.

Would you refer us to others? Yes!! Absolutely! I tell everyone how amazing Nate was in spending time listening to my many ideas and changes to making sure they were done to perfection. Especially military personnel, but also my fancy senior America lady friends-want cremation and a see-through urn with uniform, crown and banner.

Additional Comments: Thank you, Nate! Losing Jerry was so difficult, but honoring him in all of the personal ways we did and sharing that with friends was a great send-off to his next life. Thank you for being so patient and kind with me!

Patricia Kuhn, Widow of Gerald W. Hottinger

Would you refer us to others? Yes. Nate was very helpful! Thank you!

Dawn Foster, Granddaughter of the late Mary E. Wallmuth

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

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

Devon Frey, Son of the late Randy C. Frey

Your Comments about Our Staff: Everything about your staff was excellent, as reflected in the scores and if there were 5's I would have chosen those also.

Would you refer us to others? When not dealing with anything like this before and no idea of what to do or how things are taken care of in my loss, the staff was very helpful especially Nate for walking me through the process and explaining everything and making sure all my wishes were met. Thank you.

Jeffery Stubbs, Widower of Gloria J. Stubbs

Everyone I interacted with was dignified in their approach, empathic to my needs and competent in developing and executing the necessary steps to completion.

Nate, my primary contact, guided me through the unpleasant process with compassionate skill. I felt I could rely on him, and he delivered the service we had planned.

Ron

Your Comments about Our Staff: Nate and Scott were fantastic!

Would you refer us to others? Yes. Pre-arrangements were straight forward and working with Nate after Thelma's passing, he was very courteous, handled the arrangements as requested and communicated throughout the process. Thank you and your staff for your compassion during this difficult time.

Name Withheld by Request

Your Comments about Our Staff: Worked with Nate, he was very nice and professional.

Would you refer us to others? Yes. Very nice place and people.

Name Withheld by Request

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

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

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

Your Comments about Our Staff: Staff was very professional and personable. We felt that our wishes were heard and included in George's service. Nate was especially patient as we the family started the process and to work with our scheduling due to out of town family. Nate's guidance and knowledge of the newspaper obituaries to ensure timeliness before the service was especially helpful.

Would you refer us to others? Yes. The staff was professional and personable. The attention to every detail on the day of the service from parking to greeting and setting up the display table made for a smooth service. Thank you for everything!

Name Withheld by Request

Your Comments about Our Staff: Nate made us totally comfortable and he was sensitive to our needs.

Reason for selecting us. Providence Place referred.

Would you refer us to others? Yes. This was my first experience with death up close, and it was smooth, efficient and sensitive.

Marina McGrew, Daughter of the late Lucia M. Heard

Your Comments about Our Staff: I could not have asked for a more perfect funeral for my husband. The sense of peace provided the atmosphere of your premises. All the staff I encountered, but especially Nate Ray, were understanding, empathetic and efficient. All my questions were answered promptly and processes explained, as the aftermath of a death can be somewhat confusing and definitely overwhelming. Nate's positive attitude helped calm my fears and his calm demeanor made me realize "I can do this." Thank you to all the staff at the church for unobtrusively handling the unexpectedly large group of people during the visitation. It was a funeral I will remember with sadness but satisfaction that my husband got the "send-off" he deserved with respect and love.

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

Would you refer us to others? Yes. See above paragraph…I decided to have our funerals performed by you after attending the services for Horace Vasellas many years ago.

Mary Elizabeth Alison, Widow of Terry L. Allison

5-Star Google review received from Mr. Lee Sowers, son of the late Mr. Robert Sowers. Services were arranged by Nate Ray via our Red Lion chapel.

We worked with Nate Ray. He was kind, professional and knowledgeable. We thank him and the staff at Olewiler & Heffner Funeral Chapel for helping us through a difficult time in our life.

Lee Sowers

5-Star Google review received from Mrs. Betsy Allison, widow of the late Mr. Terry Lee Allison. Services were arranged by Nate Ray via our Red Lion chapel.

During one of life's most traumatic experiences, Olewiler-Heffner was there to lighten my burden and offer assistance both before, during and after my husband's funeral. Because we had pre-arranged and under Nate Ray's direction, the funeral was perfect, exactly as we had planned. Nate listened to my plans, offered suggestions and was empathetic and responsive to my questions and needs. He and the staff spent time with me. They were in great comfort in my time of loss. I highly recommend them.

Betsy Allison

5-Star Google review received from Mrs. Beth Hoffman, daughter of the late Mr. Harry Sease, Jr. Services were arranged by Nate Ray via our Kenneth Road chapel and Certified Celebrant Amy Favorito performed the ceremony.

I can't say enough about the wonderful care and compassion Nate and his team at Heffner's showed my mother and I after my father's passing. They helped us craft a service that was meaningful to our family with the elements that my dad desired to be included in his funeral service. Our celebrant, Amy, did an amazing job. Many of our family and friends couldn't get over the details she covered. When I met with her it was an enjoyable trip down memory lane thinking about the many stories my father told me or I lived through with him. They handled all of the details for military honors at the grave site and coordinated with the cemetery for everything. They made it extremely easy for us to ensure nothing was left to chance. The care and sensitivity they afforded my mother was exemplary. Their care even extended to checking in after the service. I would highly recommend their services for the care of your loved one on to their final resting place.

Beth Eveland Hoffman

Your Comments about Our Staff: Nate went above and beyond our expectations. Thank you so much!

Deb Forrest, Widow of Edwin D. Forrest

Your Comments about Our Staff: I just wanted to say thank you all so much. Everything was perfect. A special thanks to Scott and Nate. They were both amazing with everything! Everyone went above and beyond to make this much easier on our family! Thank you.

Would you refer us to others? Yes. The funeral home was big enough to accommodate the amount of people we had. They also took into consideration of the number of cars that would be in the funeral procession and took us on a longer but the safest route. And Nate even took the time to bring those things back to my home. Well done Heffner's.

Deanna Fink, Widow of Brandt F. Fink, Sr.

Your Comments about Our Staff: Nate was amazing, he was extremely knowledgeable and helpful. He was great. My mother was extremely pleased with everything. Amy was fabulous. We received numerous compliments on her service. We couldn't have asked for more at such a difficult time.

Would you refer us to others? Yes. The total care taken by your staff of our loved one and ourselves, you truly surpassed our expectations.

Beth Eveland, Daughter of the late Harry T. Sease, Jr.

Your Comments about Our Staff: I want to compliment Nate for the manner in which he handled a very difficult situation for me with the loss of my sister Betty.

Would you refer us to others? Yes. You have met your goal as your letter states "to serve with a courteous, sympathetic staff and treat people with warmth, dignity and respect."

Nancy L. Katz, Sister of the late Betty L. Shoemaker

Your Comments about Our Staff: Nate saw to our every need and walked us through a very difficult decision-making process.

Christina Scott, Daughter-in-law of the late Betty A. Leighty

Your Comments about Our Staff: We were very happy with Nathan Ray. He was so helpful and cared how we wanted my husband's passing to be handled.

Would you refer us to others? Yes. The entire staff was courteous and always sympathetic. I have nothing but praise for their help.

Karen D. Shaffer, Widow of James L. Shaffer

Your Comments about Our Staff: Outstanding job by Nate Ray in every aspect of the process for our family during a challenging time.

Michael C. Huson, Son of the late Leona R. Huson

Your Comments about Our Staff: Excellent, very caring, lots of comments on how nice everything was. Can not say how much we are thankful to have had Nate to guide us.

Ethel & Mark Keller, Family of the late Paul L. Keller

Your Comments about Our Staff: I cannot say enough good things about Nate Ray. He was wonderful. A heartfelt thank you to him for guiding me through this process!

Would you refer us to others? Burying my father has been something I have feared my entire adult life. Even though it was the last thing I wanted to do, I could not have asked for a better service or a more professional staff.

Laura Smith, Daughter of the late Eric Smith

Would you refer us to others? Yes, the kindness and concern that you give the family. Nate was very helpful.

Linda N. Flinchbaugh, Widow of Ronald I. Flinchbaugh

Your Comments about Our Staff: Your staff is outstanding! Everything was perfect. Nate has exceptional compassion for people and is an asset to Heffner's!

Would you refer us to others? Yes. Your professionalism, attentiveness, and compassion to people is exceptional.

Deborah Fuhrman, Widow of Russell S. Fuhrman

Your Comments about Our Staff: Everyone provided excellent service, Nate went above and beyond our expectations!

Sharon Scantling, Daughter of the late Vonny R. McClain

Your Comments about Our Staff: As always, the staff is warm, sympathetic and courteous. We worked with Nate Ray for the second time and he is just wonderful to work with and helped ease our minds given the circumstances.

Would you refer us to others? Yes. The facility, the staff, the warmth…need I say more!!

Jeffrey Strasbaugh, Son of Sylvia Strasbaugh

Your Comments about Our Staff: Heffner buried mom and dad, and I was so impressed. In 2012 when dad died, your team came to 728 Terrace Road and removed dad from his house under an American flag! This meant Heffner was for my mom and now brother.

Would you refer us to others? Yes. I don't live in York, but your services are noticed for sure.

Dear Ernie:

Thanks first to Nate who made the initial arrangements while Todd was on vacation. He let me use his personal laptop and made the November 30th arrangements that were crucial to the plan! Thank you, Nate! Todd is exceptional. He is a precise planner, who is a credit to your profession. He remembered past driving routes to the church and other family matters which made me believe he is again perfect for my brother Jim. Thank you, Heffner, especially Todd and Nate and your pros who made Jim's November 30th funeral so perfect!

Sincerely,

John C. Dibert, Lieutenant Colonel, US Army Ret., Brother of James C. Dibert

Would you refer us to others? Yes. Nate could not have been kinder or more considerate. We appreciate his assistance and professionalism greatly!

Sylvia D. Rilying, Daughter of Lieselotte Miller

Your Comments about Our Staff: Nate was excellent!

Name Withheld by Request

Your Comments about Our Staff: Nate and the rest of the staff were kind, caring, professional and understanding given that my mother passed unexpectantly. I wanted my mother to have the best care because I couldn't have asked for a better mother. From the initial call to the cremation, everything was perfect. I not only picked your funeral home because of location but also because of your reputation and you had your own crematory. I didn't want to send my mother all over the place. I knew your funeral home would respect and take care of my mother.

Would you refer us to others? Yes. Because of your staff I knew they would be respectful to my mother and take care of her. I wouldn't have settled for anything less. She was well taken care of which is something no one should worry about in such a difficult time. My mother was a very simple woman. She didn't want a viewing but when it came to ID the body, Nate gave me all the time I needed to say my final goodbye. He didn't' rush me, which for that he has my respect. I appreciate everything Nate and the rest of the staff had done, not just for me but my mother as well. Thank you!

Melissa Armstrong, Daughter of Launna J. Oberdick

Your Comments about Our Staff: I can't say enough good things about Nate and all that he did for myself and my family. Everything was beautiful and went accordingly. I've had compliments from friends and family.

Lisa Snyder, Widow of Keith W. Snyder

Your Comments about Our Staff: Nate was always professional, courteous, and kept very good track of all the details, he could not have been more hospitable. It was a challenge because I live in Pittsburgh and much was done over the phone. Also, Nate and Liam definitely went the extra mile to be a help to me.

Name Withheld by Request

Your Comments about Our Staff: This is the 2nd time we worked with Nate and he was the kindest most compassionate individual. During the entire process he was by our side at every step. I'd have to talk in person to explain his kindness.

Would you refer us to others? Yes. Absolutely and we would recommend Nathan Ray!

Diane Kunkle, Widow of Michael E. Kunkle

5-Star Google review received from Mrs. Kelly Quick, daughter of the late Mrs. Patricia Trimmer. Services were arranged by Nathan Ray via our Red Lion chapel.

My mother's service held at Olewiler & Heffner Funeral Chapel in Red Lion, PA was all my family hoped for to transcend her with dignity and beauty. Nathan Ray helped us through the process, and we can't thank him enough for his professionalism, kindness and in short just being STELLAR in our time of need.

Kelly Quick

Your Comments about Our Staff: Nate was very helpful and made things easier for my husband and I.

Would you refer us to others? Yes. Beautiful atmosphere, and we were made to feel at ease. Mother looked beautiful. She didn't look good when she was taken from the home. Nate was great with me when I kept asking questions and when more people came then we had planned. I don't know how you could improve on a facility that makes you feel comfortable, and caring for your needs. Love the birds, they are very calming.

Name Withheld by Request

Your Comments about Our Staff: Super, words can't explain!!

Would you refer us to others? Yes, could not find better care elsewhere!! Nate has shown us the care, understanding and a little humor (needed) in our time of need!! He set the bench-mark…he took the much-needed time to explain everything!!

Thanks,

Gene Trimmer, Husband of Patricia Trimmer

Your Comments about Our Staff: Nate: A great guy to work with. Good ideas, courteous, attentive, and followed up well. Hopefully he's with you when my wife calls to make my arrangements. Amy: Did a super job with my mom's service. Everyone enjoyed her presentation.

Would you refer us to others? Yes. I will recommend your service to anybody that I know. Thanks for a very good experience.

Greg A. Warner, Son of Betty A. Warner

Your Comments about Our Staff: Nate Ray, office staff & attendants were exceptionally considerate, kind & compassionate to both me and my family's needs for an (unexpectedly) soon death. (We were aware he was "terminal" but death came sooner than Drs. or Hospice expected.)

Would you refer us to others? Yes. I will refer anyone needing your services!

Jean L. Thompson, Wife of James P. Thompson

5-Star Google review received from the daughter of the late Mr. Kenneth Darone. Services were arranged by Nate Ray via our Kenneth Road chapel.

Nate was very helpful. He was easy to contact and always kept us updated on what was going on. I appreciated that he was our only contact person.

Debra Coho

Your Comments about Our Staff: Nate was so helpful to us. I appreciated that he was our only contact person throughout this process.

Would you refer us to others? Yes.

Debra D. Coho, Daughter of Kenneth E. Darone

Your Comments about Our Staff: Nate was so patient with us. We had lots of questions and changed our minds about details a few times. But he was very supportive.

Mrs. Tammy Ream, Daughter of Margaret L. Smith

Your Comments about Our Staff: Nate was wonderful to work with. Very helpful and understanding. Was patient and answered all of my questions and e-mails promptly. He made the entire process easy and stress free.

Sue Ream, Daughter of Treva D. Darr

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

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

Barry L. Smith, Father of Scott L. Smith

Would you refer us to others? Yes. I would not hesitate to refer friends & family to Nate. He was very easy to work with. He made us feel comfortable and answered all questions compassionately and with respect for our feelings. He guided us through this process easily and was always available to help us.

Connie A. Anderson, Wife of Jerel R. Anderson

Would you refer us to others? Yes. As a person unfamiliar with funeral planning, I found Nate & Matt to be extremely helpful and professional. The identification process was so dignified and Nate figured out how to add flowers without additional expense as my friend had no family. I was very impressed with the entire experience.

Jennifer Holcomb, Social Worker for Caradel F. Strinsky

Your Comments about Our Staff: Nate was very helpful, courteous, considerate & thorough. He helped set up our pre-needs as well.

Would you refer us to others? Yes. We really appreciated the excellent, respectful service during a difficult time. We also used your service 17 years ago when my father passed away.

William C. Jones, Son of Judith H. Jones

5-Star Google review received from the nephew of the late Ellen Clemmer. Services were arranged by Nate Ray via our Kenneth Road chapel.

During the difficult time of losing a beloved family member, Heffner's Funeral Home proved to be an invaluable source of guidance and support for my family and me. Their compassionate team, led by Nate, stood by my side every step of the way, offering assistance and solace amidst the overwhelming heartache. With their seamless and exceptional services, the day of celebration became a truly remarkable experience. I wholeheartedly recommend Heffner's to anyone in need of such services. Nate, your unwavering support has been immeasurable, and I am deeply grateful. Thank you to everyone at Heffner's Funeral Home!

Curtis Wright

5-Star Google review received from the son of the late Carolyn Bahn. Services were arranged by Nate Ray via our Red Lion chapel.

My mom had passed away unexpectedly. Nate had called me that evening to help me start getting the preparations ready for her service. He was very down to earth and helpful during a very sad and overwhelming time. He also checked in periodically until the time of her service which was so nice. I'm very thankful for all of his help!!

Trina Urey

Your Comments about Our Staff: Nate did a great job and was really nice.

Would you refer us to others? Yes, very courteous and very helpful.

Trina A. Urey, Daughter of Carolyn A. Bahn

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: Nate was helpful and professional. Appreciated that he allowed my aunt to visit with my mother prior to cremation.

Name Withheld by Request

5-Star Google review received from <u>another</u> daughter of the late Lind Frey who was served by Nate at our Red Lion chapel.

My family has used this funeral home for both my mother and father's passings. I cannot recommend them enough! The care and compassion shown by everyone there is extraordinary. They pay attention to detail and are so respectful. Nate was wonderful to communicate with to have everything just the way we wanted. I am so thankful to everyone involved. You all made the tough time more bearable for our family.

Angela Burks

5-Star Google review received from Amy McCormick, fiancée of the late Frederick "Freddy" Pegher, Jr.

Nate was so very kind and helpful. I've never been in a more beautiful funeral home & will use your services again (if needed) thank you to everyone.

Amy McCormick

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

Your Comments about Our Staff: Nate was a very kind, compassionate person to work with.

Would you refer us to others? Yes. Everything went well and on time. Nate was very courteous and professional.

Jean M. Bricker, Daughter of Ethel M. Beck

Your Comments about Our Staff: Nate was outstanding! His service exceeded my expectations. All details were attended to. Nate made a difficult time much easier.

Would you refer us to others? Yes, everything was beautiful. All details were attended to, I felt Heffner's was there to help at a difficult time.

Barb Snare, Wife of Donald C. Snare

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: Nate and Todd were really helpful and took time to explain things. The staff on Kenneth Road were caring when I went to get my dad's ashes (Harry Ream), the woman took time to explain things also. Great group of people.

Would you refer us to others? Yes. My mom's services were held at Lewisberry location. The staff were great and the place was clean. The location at Kenneth Road is clean and staff were great as well. I'll recommend Heffner's to friends and family.

Additional Comments: I told my kids that I want my services at any Heffner location. I also mentioned to my fiancé to get his arrangements made so I don't have things to worry about. I will recommend to family and friends because the staff are friendly and explain everything to you. The funeral homes have a warm feeling when you walk in. Other places I've been to services at I didn't get a good feeling but with staff at Lewisberry and on Kenneth Road I was comfortable and I could talk to staff easily.

Kimberly Barnhart, Daughter of Harry F. Ream, Sr.

5-Star Google review received from the daughter of the late Lind Frey who was served by Nate at our Red Lion chapel:

January 2023, Jesus led my dad home. Nate at the Red Lion location was absolutely wonderful! He was sympathetic, gentle and compassionate during this difficult time; yet listening to our wishes, giving helpful tips and organizing them. The result was a beautiful tribute to honor Dad. My siblings and myself are so thankful for all Nate and staff did, for their professionalism and going above and beyond! In your difficult time, may I suggest Nate... for we had peace of mind.

Michelle Kennedy, Daughter of Lind Frey

Your Comments about Our Staff: Nate was wonderful. Everything went smoothly and we had so many positive comments about how nice the obituary was. All the unexpected mementos were greatly appreciated.

What influenced your decision? My mom wanted you.

Would you refer us to others? Yes

Kathy Mierzwa, Daughter of Shirley M. Shelly

Your Comments about Our Staff: Nate Ray was an absolute pleasure to work with. Everything was handled very well.

Justin Frey, Son of Lind Frey

Your Comments about Our Staff: Matt Morris and Nate Ray tag-teamed my wife's visitation and funeral due to it falling during the holidays. Both were extremely helpful and made this tough time go much smoother than I imagined.

Joel P. O'Brien, Husband of Melinda O'Brien

5-Star Google review received for family Nate served at Red Lion:

We had a very good experience with the Olewiler team in Red Lion. They were kind and considerate throughout the entire process. At our first meeting, Nate provided us with all the information we needed to make decisions. My sister's service was perfect.

Cathy Malstrom

Your Comments about Our Staff: Nate was very professional and understanding. He made the entire experience much easier for us.

Would you refer us to others? Yes. Nate personally delivered my father's urn, framed flag and certificates to my mother, going above and beyond.

Name Withheld by Request

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

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

Carol Clinton

Would you refer us to others? Yes. Empathetic, Sympathetic, Courteous, willingness to go the extra mile to please, listening attentively to our needs, thoughtful and caring, these are just some words to describe how my family and I were treated by Heffner. Nate showed us so much care, we still talk about him in my family. Liam was very helpful and act with urgency at our beck and call on the day of the funeral.

Mrs. Bethgee Stephenson, Daughter of Tatlin M. Simms

Your Comments about Our Staff: Nate & the team were outstanding and guided us through the entire process during a very tough time.

Michael C. Huson, Son of Robert E. Huson

5-Star Google review received from a daughter that Nate Ray arranged with via Kenneth Road:

Sympathetic, empathetic, caring, thoughtful, acting urgently to our needs, listening attentively to our concerns, these are just few words to describe how the staff at Heffner treated us during our recent loss. Nate was eager to assist us in every way he could, always making sure our needs were met, and giving us options when we needed to make choices. He made me and my family so comfortable, it was so easy to talk to him. We won't forget Liam he was very attentive on the burial day. Thanks to the staff at Heffner for caring for me and my family.

Bethgee Stephenson, Daughter

Your Comments about Our Staff: Nate was excellent, thorough, thoughtful, helpful. Heffner is a first-class company.

Jere Schade, Nephew of Mary K. Myers

5-Star Google review received from a family served by Nate at Beaver Urich and with Allison as the Celebrant:

Nate and the team at Beaver Urich were very helpful, caring, and comforting the entire time of planning the service, during, and after. We are so thankful for them and highly recommend them.

Sandy Dulong

Your Comments about Our Staff: We could not have had a better experience. Nate was wonderful to work with. Every request was answered with patience and kindness.

Kevin Gladfelter, Son of Janet C. Gladfelter

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

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

5 Star Google review received from a family Nate served at Red Lion:

I lost my lovely wife of 35 years. EVERYONE at Olewiler Heffner Chapel & Crematory was simply fantastic. A special thanks to Nate for his compassion throughout this process. I am not sure what we would have done without him. He answered all our questions, and always kept us informed of every process. He constantly offering whatever help we needed in our moment of grief. God bless you Nate and your wonderful team.

Nevins Frankel

Your comments about our staff: Nate Ray made everything so nice for us. He is a God send and we are a grateful family.

Mary G. Muster, Mother of Frederick W. Pegher, Jr.

Your comments about our staff: Fantastic. Everyone very helpful. A special thanks to Nate Ray! He has been a very supportive person. We couldn't have gotten through this without his support. Can't say enough about him.

Name Withheld by Request

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

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

Sandy Dulong, Daughter of Margaret Holsinger

5 Star Google review received from a family Nate served at Red Lion:

When a loved one's life comes to an end, we all know how devastating that is for those of us that must deal with the grief we now bear. We often wake up the morning of the appointment dreading what is ahead of us. We take that deep breath before heading through those funeral doors. What a pleasant relief my mom, brothers and I experienced that morning. We were warmly welcomed by Nate and his team. Nate was kind and compassionate. He treated us respectfully as he took us through each step of the process. He listened patiently as we made our choices and sincerely cared as we shared our memories of our loved one. The day of the service was handled respectfully and thoughtfully. The personal touches they provided before, during and after are priceless. Thank you.

Angie Mayhew

Your comments about our staff: Nate was very polite and very helpful.

Tammy S. Anderson, Friend of Ronald E. Strahler

Your comments about our staff: Nate made us feel comfortable and helped make a difficult time much less difficult. My daughters and I were pleased with everything and everyone.

Robert Lilley, Husband of Deborah K. Lilley

Would you refer us to others? Yes. I have never had to plan a funeral for anyone. I never expected I would and that it would be for my wife of 50+ years. My two daughters and I knew her wishes and they were our guide as to what she wanted done. She did not want to be embalmed so we knew plans had to be done quickly. We called Heffner Care and were put in contact with Nathan Ray. We set up a consultation time for us to see him that afternoon. From the time we met him we were put at ease. He listened to what my wife's wishes were and he delivered exactly what my wife wanted. During such a difficult time Nathan was truly a beacon that we were able to follow. He showed us, strangers to him, that he truly cared and could feel our pain. Our family members are spread from Connecticut to Delaware and Nathan made sure there would be enough time for all of us to say our good byes.

Al Mirabella, Husband of Joanne Mirabella

Another 5-Star Google review received:

Nathan helped my daughters and myself in our most trying time with the loss of my wife. She did not want to be embalmed, that put a time constraint on what plans were made. Nathan was able to guide us through all the paperwork and set up a viewing so that family members had a chance to say their goodbyes. We had nothing to worry about. He was like an old family friend throughout, listening and carrying out all my wife's last wishes which were met and exceeded. He helped ease the pain of our loss just by being there to guide and assist us. At a time of great grief, it is reassuring to know there is someone there like Nathan to lean on for help.

Al Mirabella, Husband of Joanne Mirabella

Your comments about our staff: Nate was very kind and most helpful.

Diana J. Kunkle, Daughter of Virginia R. Herrmann

Your comments about our staff: Nate and the rest of the staff were extremely kind and courteous throughout the entire funeral process. Given the sudden passing of my father, we had very little in order and your staff made everything as easy and painless as possible during this difficult time. Thank you!

Would you refer us to others? Yes. Please see note above – wonderful experience with your staff. Only great things to say!

Allison Baird, Daughter of Gary Baird

Your comments about our staff: Liam did a great job. He stepped in to replace Nate Ray when he and his family were sick. It was a very pleasant experience. Collee Ann Wentz is such a sweetheart, too!

Would you refer us to others? Yes. Very nice, courteous, professional…wonderful experience in a trying time.

Stacy Shaull, Daughter of Janet E. Orwig

Your comments about our staff: Very efficient. Very pleasant to talk to. Very helpful with info to help me make decisions.

Would you refer us to others? Yes. Nate couldn't have been more helpful in guiding me through this process!

George Rew, Husband of Laura R. Rew

Additional Comments: I never expected things to run so smoothly. Your experience in what you do is so obvious. Nathan Ray was my coordinator who helped us choose and arrange things. He gave us good suggestions and information. Everyone there went out of their way to satisfy our needs and demands. When needed again there is no question who we will call. Thank you all so much for making everything go smoothly despite our grief.

Ronald L. Stiffler, Husband of Lana M. Stiffler

Your comments about our staff: Nate and staff were awesome.

Lori Lockart, Daughter of Gerald D. Zumbrum

Would you refer us to others? Yes. Thank you to Nate for his kind and capable assistance.

Attorney Timothy Bupp, for Marlene Shomper

Your comments about our staff: Nate made a difficult time as easy as possible.

Would you refer us to others? Yes. Your staff is both personable and professional.

Dale McGinnis, Husband of Lorie E. McGinnis

Your comments about our staff: I have dealt with Nate with several of my other relatives. He is so patient, kind and professional. He never displays any frustration with my repeated questions or calls. He always answers me with gratitude and kindness. He went out of his way to investigate my uncle's veteran status.

Would you refer us to others? Yes. I have dealt with other businesses in the industry recently and there is no comparison.

Additional Comments: Even though I am an employee, Nate treated me as a customer at all times. He never became complacent with anything. I had identified my uncle for cremation and he brought him out to me even though I told him it wasn't necessary. He insisted. He had my uncle all cleaned up and handled everything as I was a "lay" person. It was nice, but not expected. He is a true professional.

Barb Eline, Niece of John C. Newhouse

Your comments about our staff: Nate was professional, caring and paid attention to every detail that was requested by us. He made an unpleasant time into a beautiful memorial event for my mother. I have absolutely no regrets and the highest regards for your services!

Would you refer us to others? Yes. Absolutely! My husband and I will be pre-arranging our services in the near future and I will definitely use Heffner's!

Additional Comments: Also, the men that came to my home to gather my mother's body were professional and kind.

Suzanne Walter, Daughter of Joanne A. Waltmyer

Your comments about our staff: Nate was so easy to talk with and an asset to Heffner's.

Helen Uhlig-Runkle, Wife of Donald Runkle

Your comments about our staff: Nate was wonderful to work with. He was very compassionate and attentive. He checked in with us regularly before and after the service. He made sure the service was what was envisioned.

Would you refer us to others? Yes. The entire Heffner team provided us with excellent care and service during a very challenging and sad time. We felt so comfortable with everyone and the process. Thank you.

Roberta LaPrairie, Wife of Brian B. LaPrairie

Facebook Message Received:

Our experience with Heffner's was excellent. Nathan was so kind and caring and was so helpful in making all the arrangements. He made a difficult time easier for our family.

Roberta LaPrairie

Your comments about our staff: Nate was fantastic. He answered our questions, provided suggestions and explained everything to us. He was polite and professional and very personable.

Jody D. Dunklebarger, Son of Terry L. Dunklebarger

Facebook Review Received:

Nathan and the team at Heffner's provided us with excellent service. Planning a service for a loved one is over whelming but the level of knowledge and compassion displayed was remarkable. The team saw to every detail and followed up numerous times to check on us. We took comfort in the professional care provided to my dad.

Daniele Neff

Google Review Received:

Our family was more than pleased with the services offered and given by Heffner. We solely worked with Nate, and he was by far extremely courteous, professional, and accommodating to our requests, questions, and needs. We will always recommend Heffner (and especially Nate) to anyone in need.

Jennie Dillon

Your comments about our staff: As always has been my experience in the past, Nate, Louella and Collee Ann, as well as everyone else involved on the day of Mom's service, were extremely kind and accommodating. Thank you all for making these past few weeks as smooth as possible.

Mona L. Albright, Daughter of Emma M. Statella

Your comments about our staff: Nate was fantastic. He answered our questions, provided suggestions and explained everything to us. He was polite and professional and very personable.

Jody D. Dunklebarger, Son of Terry L. Dunklebarger

Your comments about our staff: Nate was amazing. He went above and beyond what I could have ever expected. I would definitely refer him to everyone.

Name Withheld by Request

Your comments about our staff: Unfortunately, our mom passed away in December 2020, which was extremely tough for us. My dad and I really appreciated the professional, knowledgeable, capable and compassionate way Nate Ray took care of our family during this time as we said goodbye to her. We had not worked with Nate before, but we were very impressed by our experience. Unbelievably, my extremely healthy dad contracted Covid-19 and after a 36 stay in the hospital, passed away this fall not even ten months after mom (October 2021 was when he passed). Dad had talked of preplanning things, but hadn't gotten around to it yet. With no hesitation, we reached right back out to Nate. He is really amazing to work with. Even though he was not scheduled to work when our dad passed, he instantly rearranged his schedule so he could help us through yet another important goodbye. I will never forget that. I am so thankful for the services provided by Olewiler & Heffner and for great people like Nate. I hope we don't have to use your services again for a very long time, but if so, there is no question who we would use to say goodbye. Thanks again for making the hardest goodbye a successful goodbye.

Would you refer us to others? Yes. Nate Ray and the staff and facilities of Olewiler & Heffner make an unbearable life event comforting, respectful and as low stress as possible in a challenging time.

Name Withheld by Request

Your comments about our staff: I couldn't have asked for a more caring, compassionate person than Nate. He saw to all my needs. Please give a thank you to the persons who put Bill's life story together.

Would you refer us to others? Yes, you were all of the above: professional, caring, courteous, helpful, etc.

Suzanne Baltozer, Wife of William J. Baltozer

Your comments about our staff: All staff I had contact with were very friendly, helpful and professional. Betty Frey did an outstanding job as the officiating celebrant. The service was moving and captured my aunt's spirit very well. Matt and Nate were very helpful and comforting while helping me navigate the many decisions one has to make during such a difficult time.

Would you refer us to others? Yes. I most definitely recommend Heffner to anyone who is need of their services for the many reasons I mentioned above.

Laura Hess, Niece of Betty "Betsy" Myers

Your comments about our staff: Nate was really easy to work with.

Linda Graham, Daughter of Pauline L. Anderson

Your comments about our staff: Nate was very personable, compassionate and lightened the mood. He was very detailed in accomplishing our wishes and even making suggestions. Nate is truly well suited for his role representing Heffner's and comforting the bereaved families.

Would you refer us to others? Yes.

Carole Strouse, Wife of Gurney E. Strouse

Your comments about our staff: Nate (well, should I say Mr. Ray) has a special personality and a way to make you feel at ease and makes the task that you are there for go easier than one would hope for. Ashley and I lived a loving life together for 66 years. We lived our life to the fullest. Thanks, Nate. I'll never forget your kindness.

Would you refer us to others? Yes. Your staff did everything to a T that they promised us they would do. Thank you all for your pleasant facility and kindness. The fire place has a warmth that helps to relax a person when they enter.

Shirley Hammer, Wife of Ashley S. Hammer

Your comments about our staff: Nate was very kind, courteous and trustworthy at a time of such vulnerability and bereavement. He's and asset to his profession.

Julia A. Post, Wife of Michael E. Post, Sr.

Your comments about our staff: Nate was very helpful and understanding considering that we had no place to start from. He made it very easy to get the cremation process under way, our family would like to thank him for his help every step along the way.

Would you refer us to others? Yes.

Amanda Redcay, Daughter of Lori J. Wire

Would you refer us to others? Yes. Nate took his time dealing with our questions.

David A. Loss, Brother of Richard L. Loss

Your comments about our staff: Nate was very kind, courteous and trustworthy at a time of such vulnerability and bereavement. He's an asset to his profession.

Julia A. Post, Wife of Michael E. Post, Sr.

Your comments about our staff: From Betty Frey, who was so much help months before my husband passed away, to Nate Ray whose gentle demeanor I cannot say enough to how wonderful they made a sad situation, can I say, enjoyable. The honor guard ceremony took my breath away while tears ran down my cheek. My husband would have said, "Well done, guys." Thank you so much!

Would you refer us to others? Yes, absolutely. John looked so peaceful and looked so good. Everyone was so helpful and compassionate. I want you to help my daughters when I pass.

Ruth Williams, Wife of John H. Williams, III

Your comments about our staff: Nate and his team were beyond professional, compassionate and helpful during an incredibly painful time. Arrangements were handled with attention to detail and sensitivity to family needs and wishes. Sincere thanks to all staff who were involved.

Tina Tuell, Wife of Richard L. Tuell

Your comments about our staff: Nate was very helpful and attentive. His expertise was much appreciated.

Would you refer us to others? Yes.

Gloria A. Shaull, Wife of Michael W. Shaull

Your comments about our staff: Scott and Nate were fantastic. They really listened and showed compassion and great service.

Christopher Seigh, Son of John Seigh

Google Review Received:

On behalf of the entire family, I want to thank Nate and everyone at Heffner Funeral Home for the caring and professional manner in which you handled the services and burial for my father. For that we are truly grateful and very appreciative of how much you and your staff care. Nate was very professional, helpful and compassionate. His level of experience is proven in his flawless work. We were able to mourn peacefully during this time of distress knowing Nate was taking care of all the details. We will highly recommend Heffner Funeral Home and will be using your services for any future needs.

Alexandera Skilaris, Daughter of Georgios A. Skilaris

Facebook post by Kimberly Danley:

Nate, Louella and staff went above and beyond in their helping our family through this difficult time. Professional, organized and caring. Always there to answer questions before, during and after the service. My dad looked so peaceful. The casket we chose (Grayson) was of excellent quality. The video they made with our pictures was perfect. We highly recommend using Heffner Funeral Chapel in Red Lion.

Your comments about our staff: Can't say enough about the kindness and professionalism of everyone I worked with on your staff.

Would you refer us to others? Yes. Words elude me. A process that can be difficult on many levels was made easier than anticipated. And the video of life tribute was truly amazing and so well done!

Susan Hess, Daughter of Gloria Bacchiocchi

Your comments about our staff: Nate has been our contact twice over the past year. He is professional, courteous and sympathetic.

Melissa A. McDermott, Daughter of Joseph E. Shipley

Your comments about our staff: Nate is wonderful to work with, the reason we returned a second time. He is kind and easy to talk to and most helpful, making things go smoothly.

Danielle M. Callahan, Mother of Seersha A. Callahan

Your comments about our staff: Nate was wonderful to work with. At this difficult time, he walked us through everything Thanks.

Would you refer us to others? Yes. Every detail was taken care of. Thanks.

Ruth A. Smith, Wife of Perry E. Smith

Your comments about our staff: Nate made us feel like we were part of his family and we could talk to him about anything. It was very, very comforting to know he was a phone call away.

Would you refer us to others? Yes. The comfort of knowing Heffner's is really there to assist in all your needs.

Debbie J. Robinson, Daughter of Carl W. Shaull

Your comments about our staff: At this difficult time Nathan was very professional, showed compassion and understanding. He was attentive to my needs and suggestions. A pleasure to work with. He is an asset to your funeral chapel.

Additional Comments: Overall your funeral home was warm and welcoming from the beginning to the end. People commented that they have seen many services, but this one will be remembered for how it stood out. The service was always emotional, but uplifting, and there were comments about how much they learned about my mother.

Name Withheld by Request

Your comments about our staff: Nate Ray was the director in charge. We requested him as he had handled my mother, Yvonne's funeral. Nate covered every detail in a professional, yet sympathetic way. He is one of your best.

Would you refer us to others? Yes. Without a doubt.

Carl A. Myers, Son of John G. Myers

Your comments about our staff: Nathan Ray was amazing. He answered all our questions and made himself available anytime we needed him. He is amazing to work with.

Rebecca Swift, Daughter of Diane E. Unger

Your comments about our staff: They went beyond our expectations. I commend Nate for his professionalism and caring.

Would you refer us to others? Yes. Beyond our expectations.

Janet I. Schmuck, Wife of John F. Scmuck

Your comments about our staff: Nate was a great help in our time of need.

Deborah R. Hoerner, Wife of Curtis L. Hoerner

Your comments about our staff: Nate is a nice person.

Name Withheld by Request

Your comments about our staff: Nate – Thank you for your compassions, sharing stories of how our father and yours are alike. Your empathy and kindness are appreciated by our entire family. Thank you!

Bonnie Kelly, Daughter of Shirley I. Cassatt

Your comments about our staff: Nate was a pleasure to work with. He was very helpful.

Would you refer us to others? Yes. The staff was very helpful and courteous.

Gregory M. Trimmer, Grandson of Bonnie R. Welle

Your comments about our staff: Nathan Ray was excellent. Corrected a misunderstanding in what was preplanned to what was billed. He listened and was very considerate.

Would you refer us to others? Yes. Overall a very nice facility with excellent staff.

Additional comments: Happy, would return. Considering preplanning my arrangements while hoping I have another 15-20 years of life. Very nice graveside set up by Nathan, very good follow up and availability the entire time. Very thoughtful at removal of my wife from our home. Five stars.

Anthony Tassone, Widower of Laura B. Tassone

Your comments about our staff: I am very pleased and thankful for the understanding and courtesy given to me and my family. Nate was very helpful and I'm very thankful for his help.

Would you refer us to others? Yes. Absolutely. Very pleased with the way everything was handled.

Name Withheld by Request

Your comments about our staff: Nate was not only professional but personable. A real asset to Heffner. Assisted us with arrangements for both my parents.

Kim Q. Smith, Daughter of June D. Quance

Your comments about our staff: Your staff was very courteous, professional, and knew how to handle everything perfectly.

Would you refer us to others? Yes. Nate is such a professional and was very understanding. Your organization is top notch.

Additional comments: We didn't want to remember my mom as we saw her in the bed at York Hospital. We were so glad we viewed her body before cremation. She looked so good (and natural), as if she was asleep in her bed. Thank you so much to Nate for giving us this very special opportunity.

The Family of Jeanne Strouse

Your comments about our staff: They were wonderful and made it a good experience. Nate was very accommodating.

Additional comments: The staff made everything smooth. A good celebration of life experience.

Geraldine L. Crowl, Widow of Philip E. Crowl

Your comments about our staff: Nate was fabulous. This was the first funeral I had to plan and I could not have been treated better. Great ambassador for your organization.

Would you refer us to others? Yes. Staff was wonderful.

David Belnick, Son of Edward Belnick

Your comments about our staff: Naturally I was anxious. Nate Ray was from my hometown. What a blessing from God that was. He put me at ease and I felt like he was a friend guiding me.

Would you refer us to others? Yes. Any time I contacted your staff by phone or text with questions, they were more than courteous and helpful.

Brenda Cowan, Widow of Paul J. Cowan

Your comments about our staff: Nate is a terrific person. He helped us in so many ways, especially at the cemetery. I would highly recommend him for his professional service.

Lynn Sheely, Son of Eleanor Sheely

Your comments about our staff: Nate was most helpful and knowledgeable of our needs. Thank you very much Nate.

Name Withheld by Request

Your comments about our staff: Nate was very accommodating in every way to make things go smoothly.

Would you refer us to others? Yes. Your staff was very professional every time we had to go through this task, pre-arranged or not.

Name Withheld by Request

Your comments about our staff: Nate was very professional and made us all feel very comfortable.

Additional comments: Due to the coronavirus, we could not have the service mom wanted and pre-arranged for. Therefore, I cannot evaluate your services fully. What Nate and your staff did under these conditions was very professional and courteous. Thank you.

Name Withheld by Request

Your comments about our staff: We were very pleased with Nate's handling of Scott's death. He showed concern and empathy and helped us navigate through this difficult time.

Would you refer us to others? Yes and already have recommended you to others who have or will find themselves in need of your service. I thank you so very much.

Virginia Martina, Mother of Scott A. Smith

Your comments about our staff: My funeral director, Nathan Ray, provided excellent service and helped me through this unexpected time of my parent's passing. From the moment I walked into the funeral home and throughout the week, everything was perfect and comforting to me and my family. With Nate's caring kindness and professionalism, we made it through a difficult week.

Would you refer us to others? Yes. I would highly recommend the service provided by the Beaver Urich Funeral Home in Lewisberry.

Mildred I. Treece, Widow of Leslie Mark Treece

Your comments about our staff: Nate was wonderful. He was compassionate and professional. I'm so glad we called Beaver Urich in our time of need.

LeeAnn Burkholder, Daughter of Carole A. Daniels

Your comments about our staff: Your staff was extremely courteous, caring and compassionate. Our needs and concerns addressed immediately. My family and friends were impressed with the handling of everything in a dignified manner. Nate was a blessing at this difficult time.

Would you refer us to others? Yes. I would not hesitate to recommend your services.

Uyvonne Dick, Widow of Donald Dick

Your comments about our staff: Nate was helpful and caring. He made suggestions which were very helpful.

Peggy Ann Snyder, Widow of George W. Snyder

Your comments about our staff: Nate handled every phase excellent, including our young adults age 18 and 20. Showed great respect, very considerate. Maintained total calmness with confidence.

Would you refer us to others? Yes. Everyone was very professional and went out of their way to be helpful and sincere.

Name Withheld by Request

Your comments about our staff: Nate was very compassionate and an extremely good listener. He was attentive to our needs and wishes. Job well done.

Would you refer us to others? Yes. With all the emotional stress of losing a loved one and arranging the funeral services, you helped alleviate this stress and much of the burden of planning. It was amazing how you helped ease all the stress.

Michael Sciangula, Son of George F. Sciangula

Your comments about our staff: My wife and I and those that were with us all were very pleased with Nate Ray and the staff. They did a superior job.

Would you refer us to others? Yes. As far as we are concerned, Heffner's is the best you will find.

Additional comments: Richard looked great. The memory we shared will always be with us.

John Negley, Brother of Richard Negley

Your comments about our staff: Everything was very well done and Nate was so thorough in his helpfulness.

John G. Myers, Widower of Yvonne E. Myers

Your comments about our staff: Nathan was amazing to work with. Not only was he incredibly kind, he was knowledgeable, easy to work with and went above and beyond for us. Beautiful set up of all our items and very warm and inviting.

Would you refer us to others? Yes. Beautiful facility, friendly staff. Very professional. Easy to work with.

Additional comments: Office women (sorry I don't remember names), were so kind and friendly every single time I went in with more questions, etc. Thank you to all for an amazing job for Douglas' funeral. It was perfect and exactly what he would have wanted.

Providence K. Swartz, Widow of Douglas Swartz

Your comments about our staff: Nate was very professional, compassionate and helpful.

Mary Ann Steen, Widow of Stephen D. Steen

Additional comments: Mr. Heffner, My brother's service was held at your facility on September 28. I wrote the enclosed email to Nate on September 29. It was a priority that I let him know what a tremendous job he and your staff had done for me and my family. You may not understand much of the discussion in the email, but trust, Nate will. The fact that he anticipated/dealt with every detail, made all the difference in the world. Please express our appreciation to him. Regards,

Chris Li, Sister of Ken Li

Your comments about our staff: Nate was very helpful and gave us great service.

Samuel L. Reese, Son of Pauline E. Reese

Your comments about our staff: Nate demonstrates a great ability to balance between caring, advising and helping to break tensions and anxieties at the right time. I felt at ease with him, which is tremendously important during difficult situations such as a funeral.

Lance A. Barshinger, Son of Betty J. Barshinger

Your comments about our staff: Nate did a great job. Third time we have used him. All were perfect.

Thomas A. Bailey, Jr., Widower of Darlene A. Bailey

Your comments about our staff: From my first phone call, everything has been very well handled. Nate made a very difficult situation much easier. It allowed me to focus on other things because he was on top of everything. I will always give a great review for the service we received. Many thanks.

Stephanie L. Shaffer, Daughter of Michael E. Stout, Sr.

Your comments about our staff: Nate was an absolute pleasure to work with. He was extremely helpful and kind and made a difficult time easier than could have been expected. We greatly appreciate his service.

Would you refer us to others? Yes. Helpful, kind, caring staff, easy to work with, professional—overall great service.

Danielle M. Callahan, Daughter of Kelly A. O'Bryan

Your comments about our staff: Matt, Nate, Todd & Louella were all a great help. The funeral home looked very nice and items were arranged appropriately for the service. I am glad I took care of pre-arranging. Very grateful for the way Dad's body was handled and the flag for being a veteran.

Would you refer us to others? Yes. This is an important time for families. Professional guidance and mentoring is very important. It made me feel at ease with a very emotional time.

Additional comments: From the time that Dad's body was picked up, through the final arrangements, including private viewing of dad for my brother and I, it made my task much easier. They took care of contacting the masons, military, church and setting things up. Review of materials with Louella after the service was nice. Very surprised at everything that was put together.

Mark S. Robertson, Son of Herman G. Robertson

Your comments about our staff: Todd was so helpful as we made the arrangements. Nate was so supportive the day of the funeral. Louella was very helpful and the two staff members during the viewing were so kind.

Mildred P. Bacon, Widow of Dennis M. Bacon

Your comments about our staff: Everyone was very courteous and helpful. It was appreciated by all.

Would you refer us to others? Yes. My parents held total confidence in Heffner and set up their pre-need with you.

Additional comments: Once again, Nate and Victoria were very understanding and caring in dealing with us. Victoria listened to our memories of our Mom and did an excellent job as celebrant. Thank you.

Patricia Swilley, Daughter of Joyce Conway

Your comments about our staff: Nate is awesome and helped our family with answering any and all questions regarding our Mom's funeral. Great guy!

Would you refer us to others? Yes. Staff is very courteous and will go above and beyond to help you in any decision making.

Anita L. Howard, daughter of Joan L. Kline

Would you refer us to others? Yes. Nate was helpful every step of the way during a very difficult time. Thank you.

Sandra D. Tompkins, Daughter of Pauline M. Tompkins

Your comments about our staff: Everyone whom my family was in contact with was very caring and professional. This was the third service I have attended for my family members. Olewiler & Heffner has always done an exceptional service. I thank you very much for making this difficult time a little easier.

Would you refer us to others? Yes. I would also like to mention Nathan Ray did an exceptional job with every aspect involved with my Dad's service.

Rana L. Saulisbury, Daughter of Donald W. Witmer

Your comments about our staff: Nathan was excellent. Made our time there as pleasant as possible.

Peter D. Lese, Widower of Eileen S. Lese

Your comments about our staff: Todd walked me through preplanning and was terrific. I thought he would be there for now. Instead, Nate made the night call on what came next and was so calming and nice. Then Matt took over and he was so wonderful. Melinda helped at the service—I was friends with her folks. There was such a level of caring from everyone (including secretaries) and all were knowledgeable—knowing what, how and when each aspect needed to happen. I cannot thank you all enough!

Would you refer us to others? Yes. All excellent.

Colleen M. Mundis, Widow of Dr. Wayne A. Mundis

Your comments about our staff: Nate was very nice to work with.

Would you refer us to others? Yes. Very easy to work with and talk to. NOT pushy.

Name Withheld by Request

Your comments about our staff: Nate was excellent.

Name Withheld by Request

Your comments about our staff: Nate was great to work with. He helped my brother and I through this difficult process. My mother was not looking like herself when she passed and your people did a wonderful job making her look like my mother of years past.

Lori A. Krebs, Daughter of Donna L. Clark

Your comments about our staff: Always professional and so friendly. Scott and Nate took great care of me and my son…received lots of great compliments for everything you did…greatly appreciated, as always. Thank you.

Would you refer us to others? Yes. Compassionate, thorough, efficient, friendly, and always professional.

Jamie Minnich, Mother of Logan T. Minnich

Your comments about our staff: Nate and Victoria excelled at their job to show understanding and answer our questions. Requests were never a problem.

Patricia C. Swilley, Daughter of Robert M. Conway, Sr.

Your comments about our staff: Nate was excellent, available and very responsive.

Name Withheld by Request

Your comments about our staff: We liked Nate very much. He was helpful and answered all our questions.

Would you refer us to others? Yes. Our service was beautiful; we were pleased 100%.

Name Withheld by Request

Your comments about our staff: Nate was very kind and informative. I'm not sure the name of the woman who helped me when I picked up my mother's ashes, but she was so respectful and kind!

Would you refer us to others? Yes. Everyone was very kind during the most difficult time of my life, and the facility was extremely clean and comfortable.

Name Withheld by Request

Would you refer us to others? Yes. You have an excellent facility. Everyone was very helpful. You took care of things that I never thought of before. Nate Ray and Victoria Krouse deserve high praise for their kindness and professionalism.

Matthew D. Felton, Widower of Tina L. Felton

Your comments about our staff: Nate was very helpful in meeting our needs.

Brenda L. Evans, Widow of James C. Evans

Your comments about our staff: Nate was absolutely wonderful to work with! He was professional yet caring and considerate of our needs.

Additional comments: Thank you for making this as pleasant and care free as it could have been at this very difficult time for me and my family. Sincerely,

Mary D. Harris, Widow of Roger D. Harris

Your comments about our staff: Nate was a very genuine person. For as long as he has been doing this, nothing seemed routine or mechanical. He was personable and just a very pleasant person to work with. Betty Frey was most helpful with our pre-arrangements.

Lorraine Sculthorp, Widow of James A. Sculthorp

Your comments about our staff: Thank you for making the process so free of stress!

Would you refer us to others? Yes. I have already recommended your services to other close friends and so have my two sisters.

Additional comments: Nate Ray was very professional and my whole family trusts the help he has provided each of us. It has been a very good experience.

Joey Rexroth, Son of Phyllis A. Rexroth

Your comments about our staff: They went out of their way to help with whatever was needed and had everything ready as promised. Thank you so much!

Would you refer us to others? Yes. Going to other services at other places, no others compare to your service! Your people take the stress off a stressful time. Nate and Jodi are just great to deal with.

Michael F. Strine, Widower of Jessica L. Strine

Your comments about our staff: Both Nate and Matt, as well as support staff, were extremely sympathetic to our needs and professional. The care taken to ensure a comforting service for Doris was very evident to the entire family. The kindness extended was much appreciated.

Name Withheld by Request

Your comments about our staff: They all were great. I couldn't have asked for more.

Would you refer us to others? Yes. Because of the great service. You did everything I wanted. Thank you very much. Nate was wonderful to us (the family).

Maryann McCauslin, Widow of Ronald E. McCauslin

Your comments about our staff: The person who came to pick my father up after his death was very kind and respectful. She explained everything thoroughly**.** Nate was extremely helpful as he was with both our mother and sister's funeral.

Would you refer us to others? Yes. Very thoughtful and organized service and preparations. At a difficult time, Nate made the funeral one thing that we did not have to stress about.

Holly A. Haverstick, Daughter of James W. Haverstick

Your comments about our staff: The staff were "superb". We had excellent service—couldn't ask for better. Thanks Nate.

Would you refer us to others? Yes. Your staff and service was first class and you should be very proud of that. You will be highly recommended. Thank you again.

Roger Copenhaver, Son of Jerry W. Copenhaver

Your comments about our staff: Nate was above and beyond great. He is a wonderful example of both professional character and personal compassion. These things make all the difference during a difficult time.

The most important reason for selecting us: Reputation. My Father requested we contact you.

Additional comments: Ernie, My family has known you for decades. My mother's grandfather lived across the alley way from your first funeral home in West York. My father was retired from the PA State Police and requested we use your services. Several of his retired co-workers had come to work for you. He always thought very highly of you and your business. All of that aside, I had never dealt with anything like this before and at such a difficult time, this seemed like such a daunting task to face. I'm writing all of this to you to let you know what a wonderful job you do! Nate was fantastic! He treated us like family. He is a true gem. I can only hope that everyone can have such a peaceful experience and please know that everyone we have told of our experience with you will hear our praise. I understand why my father requested you to handle his arrangements. May God continue to bless you and the work you do.

Name Withheld by Request

Your comments about our staff: Nate, Betty and Louella were all very helpful and courteous as we dealt with the unexpected loss of our mother.

Name Withheld by Request

Your comments about our staff: Nate Ray was great. Everything was perfect. Just what Phyllis would have wanted.

Would you refer us to others? Yes. Nate Ray helped with other family members. We feel like he is a relative. He did a great job. Keep him around as long as possible.

Charles A. Peters, Widower of Phyllis A. Peters

Would you refer us to others? Yes. Nate has been great throughout this entire process.

David Zeiders, Son of Robert H. Zeiders

Would you refer us to others? Yes. Nate was extremely professional, patient and understanding during the time of funeral arrangements and during the funeral. Close attention was given to all arrangements and requests that we had. We appreciate all that he did to make this difficult time a little easier.

Mr. Gregory Kopp, Son of Sarah A. Kopp

Your comments about our staff: Nate and Nelson were extremely professional when they arrived to remove Mom from her home. They were very attentive to the sensitivity of removing her from her room, asking if anyone wanted to pay last respects and if anyone did not want to be present during the removal. They also kept her face exposed as they removed her from the house. For us, that was comforting not to see her "zipped up". I was touched when I went into her room after they left and saw they made her bed. I can tell you from other experiences, these last mentioned tasks do not happen with other facilities.

Betty Frey did a great job with Mom's service. Everyone was impressed with the personalization of the details, like the Martin's potato chips and the hearts. I had many folks state they wished that would have been available at their loved ones service. People thought these details were due to me being affiliated with the company, and I told them that this was quite a normal "thing" for us.

Todd as well did an awesome job! He was very attentive to our needs and was totally professional. He had Mom dressed and cosmetized for me to do her hair, which I was not expecting. Her mouth had a slight droop which he worked on and made her look great. He did a great job of guiding us along without being pushy or rushed.

As an employee of the firm for many years, I could not have been more proud of the manner in which Mom was handled. I was also touched to see you, Ernie, sitting at Mom's service and coming to the cemetery. Many of my friends and family noticed and your presence spoke volumes to you as a person and employer. You also gave me the strength to get through the reading of my piece for Mom.

Barbara J. Eline, Daughter of Joan R. Hoskin

Your comments about our staff: Nate was extremely helpful. Guided us through a very difficult time.

Would you refer us to others? Yes. Absolutely, because we loved Nate's personality and he couldn't have given us more help.

Robin McCallister, Mother of Chad M. McCallister

Your comments about our staff: Nate was wonderful in our time of such an unexpected need. He was very accommodative and attentive. We appreciated his honesty.

Would you refer us to others? Yes. At such a heart wrenching and sad time for your family to endure, it is wonderful to know you can depend on the staff at Heffner's to get you through it.

Vicki L. Morningstar, Sister of Rodney W. Strasbaugh

Your comments about our staff: Nate was wonderful! He was there for us and attended to all of our needs. That certainly meant the world to us.

Would you refer us to others? Yes. Very happy with Heffners.

Name Withheld by Request

Your comments about our staff: Nate and Scott were great. Professional and compassionate.

Additional comments: My Grandmother had prearranged her services with Heffner. My Mother's side of the family has always used Etzweiler's. When my Father passed, that's who we used. After the service with Heffner, my Mother said she wants us to use Heffner for her services. Besides the staff making everything as easy as possible, the Red Lion location was very nice. It was conveniently located, there was plenty of parking, Thanks for everything.

Mark Strine, Grandson of Dorothy M. King

Your comments about our staff: Nate and Scott were very helpful with arrangements and other details.

Jill Moodie-Pellegrino, daughter of Marilyn J. Moodie

Would you refer us to others? Yes. Nate and your staff at Red Lion were wonderful. I got sick so my family was more work (had to deal with several of them instead of one person), so sorry about that, but your staff were great. Thank you so much for everything.

Mary E. Grim, Daughter of John E. Shanbarger, Sr.

Would you refer us to others? Yes. You all did a wonderful job for both my father and mother's services. I was more than satisfied and will continue to recommend your services.

Additional comments: The last few months have been quite rough. Losing both parents in a short time has been very hard. I was involved in all parts of services, selections and processes from start to finish for both. The Heffner staff have been wonderful, kind, generous, helpful and human and I could not have asked for more. Thank you to both Jessica and Nate for their exceptional services, as well as the rest of the Heffner staff. Thank you all. Words cannot express this enough.

Jessica M. Alwine, Daughter of Karen D. Mummert

Your comments about our staff: All of your staff was and is always very professional. Funeral Director Nate Ray is by far the best with doing his job. He always was there when needed, even if to just listen. Our family has dealt with your staff sadly too often over the years, but will always come to you for future needs. Thank you.

Would you refer us to others? Yes. Your staff go above and beyond with just doing their jobs. They not only made this tragedy of the loss of my daughter less stressful with making arrangements, they made us all feel like family. Thank you for all you do.

Mr. Jessie L. Kline, Jr., father of Jesse Lynn Kline

Your comments about our staff: Nate has been so helpful through this difficult time. We very much appreciate his care and communications.

Name Withheld by Request

Would you refer us to others? Yes. The service our family received from the staff at Heffner's was professional, personal, courteous and respectful.

Additional comments: Our family was totally pleased with the thoughtful and compassionate way that Kealey Smartnick and Nathan Ray treated us during our time of sadness upon the death of our loved one. They were helpful in so many ways and were respectful at all times. They assisted us both prior to the actual funeral service, during the service and burial, and after the funeral. They incorporated personalized details into the service that did not go unnoticed. We appreciated the fact that they obtained for us the casket that we requested, as it was one that was designed by my husband while he was employed as a designer for York Caskets. The entire staff at Heffner's treated us with dignity and assisted us with many details. We as a family are very appreciative to Kealey and Nate for all their help at a time when we needed it. We could not have asked for a better staff to help us through this difficult time than that provided by the personnel at Heffner's. Our sincere thanks to all of you.

Name Withheld by Request

Your comments about our staff: Both Todd and Nate were very professional.

Additional comments: The setting was professional and clean. Nate did an excellent job working with my wife and I.

Name Withheld by Request

Your comments about our staff: Excellent, highly professional, sympathetic.

Additional comments: Nate Ray was our FD. He was caring and compassionate. He was helpful, kind and personable, as well as professional. Everything was beautiful. Thank you so much!

Carolyn Kocman, Daughter of Jane G. McKee

Your comments about our staff: Nate was extremely helpful and compassionate. He made himself available 24/7 during our time of need.

Would you refer us to others? Yes. Several family members commented on how beautiful the facility was and how wonderful the employees were.

Jody L. Tucker, Daughter of Glenn D. Meyer

Your comments about our staff: Nate is a good guy.

Would you refer us to others? Yes. No problems with any part of the service. That means a lot in a time like this.

William K. Miller, Widower of Mary A. Miller

The following was posted on Facebook:

Thank you so much to Nate and Kealey and everyone else at Heffner. You went above and beyond what I would have ever expected. The service and speech for my father was perfect. I am so happy with everything you have done for him and my family. You've made something extremely difficult, a little easier. You can tell you really care about what you do. Thank you so, so much from all of us.

Mandy McLaughlin, Daughter of David J. McLaughlin

Your comments about our staff: Nate has been wonderful and absolutely all of the above.

Joanne Buda, Widow of John Buda

Your comments about our staff: All your staff was amazing and Nate was just wonderful!

Theresa A. Kniery, Daughter of Patricia M. Caulfield

Additional comments: Thank you is such a small phrase to express our feelings. Thank you for your thoughtfulness, kind words, and caring actions. Really appreciated Nate. He was so helpful. Sincerely,

Marlene M. Kerr, Widow of William R. Kerr

Your comments about our staff: All was perfect. As special as it could be. Thank you to Kealey who did the memorial service at the cemetery. She did a great job!

Would you refer us to others? Yes. Nate was wonderful. Close, easy and convenient, my dad made a great choice by pre-arranging everything for our family.

Bonnie Snyder, Daughter of Joseph C. Rexroth

Your comments about our staff: All very professional!

Additional comments: I just wanted to be sure to acknowledge Nathan Ray. He was our family's personal representative from your staff. He was perfect in every way for helping us through this emotional time with the loss of our mother. Thank you so much!!

Gail S. Bentzel, Daughter-in-Law of Gladys E. Bentzel

Would you refer us to others? Yes. Nate Ray was wonderful through all of this and helped with so much.

Susan Ambrose, Widow of Randy L. Ambrose

Your comments about our staff: Nate and all of your staff working at your home on Kenneth Road were wonderful, guiding us through this very difficult time, answering all of our questions. Our sons wanted to have the music and songs that Len enjoyed. Nate made everything that we wanted for Len happen, including our favorite pictures. The memorial tribute was exactly what we wanted for him. Mr. Heffner, I hope that you are as proud and happy with your wonderful caring staff as our family is. Thank you so much.

Would you refer us to others? Yes. When you have the best people compassionately guiding you through one of your worst days, you pass that along to others!

Deborah P. Kopera, Widow of Leonard B. Kopera

Your comments about our staff: You were all so wonderful. Nate was excellent!

Would you refer us to others? Yes. Definitely!

Melissa L. Howard, Widow of James P. Howard, Jr.

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: I worked primarily with Nate. He was wonderful. He knew exactly what to do in every circumstance, and he was prepared for the unexpected. I can't say enough good things about him.

Would you refer us to others? Yes. I would not hesitate to recommend your services to friends and family.

K. Gayle Stinson, Widow of James W. Crowl

Your comments about our staff: Nate was very helpful…taking time to explain everything thoroughly, giving me some guidance in dealing with the procedures for dealing with banks and the Register of Wills. This was very helpful and appreciated. He also took care of details with the out-of-state cemetery…everything went smoothly.

Eugene Zimmerman, Son of Karl H. Zimmerman

Your comments about our staff: Wonderful people. Nathan couldn't have been any nicer. He made everything we wanted happen. Lisa was a sweetie pie too. Great job.

Would you refer us to others? Yes. I will tell everyone.

Ms. Caroleen Miller, Daughter of Mary M. Knoke

Your comments about our staff: I'm a veteran. This was my Dad's wishes and your service went very well! Also, Nathan J. Ray is an asset and a good man.

Would you refer us to others? Yes, 100%.

Do we have your permission to use your name and share your comments with others? Yes, 100 %.

Gregory E. Kopp, Son of Max L. Kopp, Sr.

Your comments about our staff: Nathan was easy to talk with and I felt he had some counseling skills.

Would you refer us to others? Yes, I was satisfied with all aspects of your services.

Name Withheld by Request

Your comments about our staff: Your staff was wonderful, especially Nathan. He actually went to Walmart for racing material for flowers. My husband was a car guy all his life and your company and family and friends filled his dying wish to have a white casket and have von dutch pinstriping put on. I have gotten lots of good comments on the service in which I included your company and staff as being wonderful. Sincerely and God Bless.

Would you refer us to others? Yes. Very much so!

Kelly S. Jones, Widow of Rodney L. Jones

Your comments about our staff: The staff was not only prepared, competent, kind and attentive, they went above and beyond. They anticipated our needs and responded immediately.

Would you refer us to others? Yes. Your staff made the most difficult time of my life worry free. Though they seemed invisible, every detail was handled.

Additional comments: From the moment Nate appeared at our home, he was a quiet, strong anchor to hold onto. His calm demeanor balanced his decisive manner. He asked questions carefully and anticipated times where discussions would be difficult. He managed to handle each member of our emotional family with ease. We all think he is wonderful. I personally am grateful to have had him guiding us through two services, transport, and all the arrangements. Please thank him sincerely!

Veronica Fogelman, Widow of Fredrick D. Fogelman, Jr.

Your comments about our staff: Thank you for all that you did! Everyone was so kind and gave advice that I never would have thought of. Nate went above and beyond during this whole process. We are very grateful!

Would you refer us to others? Yes. I was very impressed with the extra steps your home takes in caring for our loved one. My father will some day be cared for by you and I would have it no other way!

Wenona Troyer, Daughter of Shirley S. Carbaugh

Your comments about our staff: Nate, Matt and office staff at Gotham Place are excellent!

Name Withheld by Request

Your comments about our staff: I dealt with Nathan. Courteous, very helpful. Was at the church when we arrived and had everything placed and kept asking if he could do anything else for us.

Would you refer us to others? Yes. Very comforting. Listened to what we wanted. Flowers were beautifully arranged around the urn. Helped us set up guitar, jacket and picture. Loved your sign in book. Beautiful, nicest we ever saw.

Ethel Brenneman, Widow of Stephen J. Brenneman

Your comments about our staff: I met with Nate who was very courteous and caring. He made me feel comfortable.

Would you refer us to others? Yes. Nate was very compassionate and professional at the same time. Most important to me was his complete honesty on all stages during my distress.

Jeanne C. Burke, daughter of Nevin S. Lehman

Your comments about our staff: Your staff was wonderful. Please let Nathan know. We appreciate everything he did for us. He was very nice and helpful.

Connie A. Mixon, Daughter of Virginia M. Yessler

Your comments about our staff: Todd Eckert and a female (sorry, I don't remember her name), were very compassionate when they arrived at the nursing home after Mom passed. Nate could not have been more warm and attentive, addressing all of our and also Mom's pre-arranged requests.

Would you refer us to others? Yes. We were so pleased with the level of professionalism of all the staff. Thank you for making a difficult time more bearable.

Stacy S. Myers, Daughter of Patricia K. Strayer

Your comments about our staff: Nate was very professional, kind, and helpful.

Would you refer us to others? Yes. Everyone was very helpful and kind. Made a difficult time easier.

Lori A. Zane, Daughter of Beulah M. Strayer

Your comments about our staff: Nate was very kind and caring and always there! Thank him again for all of us!

Janice E.K. Baughman, Widow of William R. Baughman

Your comments about our staff: During this difficult time, it was so nice to have staff (Nate) be so attentive to our needs and wishes. Everything went off beautifully and I was very happy with the whole experience.

Deborah A. Sweitzer, Daughter of Charmaine L. Myers

Your comments about our staff: Nate was very professional and did an excellent job with everything. My wife would have also approved of everything. Thank you.

Would you refer us to others? Yes. I attended a previous funeral at your facility and was impressed with the entire service.

Mr. Herb Geiger, Widower of Claire M. Geiger

Your comments about our staff: Nathan Ray was professional and great to work with.

Name Withheld by Request

Your comments about our staff: Above and beyond! Staff was great. Nate was the best!

Mrs. Pauline M. Wolf, Widow of Lance L. Wolf

Your comments about our staff: Wonderful!! Betty pre-arranged the service—Excellent!! Nate and Kasie—Excellent!—Arranged service and met our needs.

Sandra Tilton, Daughter of Charlotte A. Kochenour

Your comments about our staff: Nate was very helpful! He even answered my questions regarding the Gift of Life Program.

Name Withheld by Request

Your comments about our staff: The staff was phenomenal throughout the entire process.

Would you refer us to others? Yes. Would highly recommend to anyone based on how helpful, courteous and nice Nate was to work with.

Derek J. Geisinger, Son of Michelle E. Geisinger

Would you refer us to others? Yes. Your funeral home does the best job anywhere!

Additional comments: Nate Ray was so professional, considerate and helpful and I was glad he was assigned to us! Thank you again.

Sally J. Howard, Long time York resident now living in Florida, and Widow of James K. Howard

Your comments about our staff: Highly recommend to anyone. Nate made us feel very welcome, and addressed all of our concerns.

Tara M. Buchmyer, Mother of Kasin L. Buchmyer

Your comments about our staff: Nathan was excellent. He handled all problems expertly.

Mrs. Ellen Paley, Daughter of Samuel Slutsky

Your comments about our staff: Nate was very helpful with suggestions and explanations.

Would you refer us to others? Yes.

Mrs. Ruth M. Lehr, Widow of Kenneth R. Lehr

Your comments about our staff: Nate is great; very professional, very thorough.

Mrs. Barbara V. Murphy, Niece of Wilmer B. Fridinger

Your comments about our staff: Nathan was so helpful through all of this. He was kind and caring and I knew I was in good hands. I appreciate everything he did for me and my family. Linda was also very caring and easy to talk to the day of the service.

Would you refer us to others? Yes. Everyone is so kind. My mother grew up in Lewisberry and I have always loved the town. I felt comfortable when I was at the funeral home. Thank you to all of your staff.

Donna L. Miller, Daughter of Evelyn L. Wueschinski

Your comments about our staff: Nate, Louella, Kasie and the entire staff at Heffner's made the experience of planning and executing my father's services as easy and pain free as possible. I was especially impressed at the attentiveness that Nate showed my family throughout the entire process.

Would you refer us to others? Yes. The facility was clean, staff was professional and the whole process was as pleasant as it could have possibly been given the unfortunate circumstances.

Ms. Kristen Eddins, daughter of Dr. William R. Eddins, Jr.

Your comments about our staff: The staff is amazing. They gave my family a service that is reserved for kings and princesses.

Would you refer us to others? Yes. You are the best funeral service of the nation.

Additional comments: I have no words to describe the higher class service you guys provided to us. The entire community who was present at the funeral agreed that you guys are the best in the nation. They testified that they never saw or experienced anything like the quality of service you provided. JOB WELL DONE!
"Nate is the Best." He listened to us and did everything to make us feel comfortable. I am 2000% satisfied with your service, especially Nate, my man, who I worked close to the entire process. "Kudos to you Guys."

Mr. Chedais Jacques, Widower of Chaphley Ornevil Jacques

Your comments about our staff: Very welcoming.

Would you refer us to others? Yes. Nate was a pleasure to work with when we lost our mother. He did an amazing job and always got right back to me. Thank you Nate.

Stacey Trimmer, Daughter of Cindy L. Portner

Your comments about our staff: Nate was wonderful to us. Even though this was a difficult time in our lives, I enjoyed working with him on my mother's arrangements. He was kind, attentive, and did whatever he could to make things easier on us. This was our first time making funeral arrangements so we had many questions and he answered them all in a way that made us feel like no question was a dumb question. He is a very easy person to talk to and definitely went the extra mile when it came to customer service. We would definitely recommend Nate and Heffner's to our family and friends. Thank you again for everything!

Heather Galla, Daughter of Susan A. Thompson

Your comments about our staff: Nate was wonderful! He was very patient and understanding. He didn't rush us to make decisions or make us feel like our time with him was over because he had other things to do. He answered all our questions and handled all our needs very efficiently. When he said he would phone us, he always called right on time. He actually treated us as if we were the only family he was dealing with. When we came in to pick up the urn, he had everything ready and went over everything again with us. Once again, his time was all ours. This was our first time dealing with a funeral home but we feel Nate went out of his way to make it as easy on us as it could be. Thanks again Nate for being so wonderful and easy to work with.

Would you refer us to others? Yes. I believe that the way we were treated is the way you treat all your clients, so we will definitely refer others to you.

Mrs. Linda A. Ritchey, Widow of Roy F. Ritchey

Your comments about our staff: Nate was excellent to work with.

Would you refer us to others? Yes. Beautiful place, very nice people working there, and did the best for my mother and I.

Christine L. Aldinger, Daughter of Gene E. Miller

Your comments about our staff: Both Nate and Todd were wonderful to work with. True professionals!

Name withheld by Request

Your comments about our staff: Nathan and his staff did a wonderful job preparing my father's service. We had many good comments about your services.

Name Withheld by Request

Your comments about our staff: My mother and I worked with Nate who we found to be extremely professional and compassionate. We had previously planned my aunt's funeral, but in reviewing the previous plans, he was very helpful in finalizing last minute details. At the church and cemetery, Nate and all other Olewiler & Heffner gentlemen did an exceptional job of accommodating us and tried their very best to make us comfortable and ease our sorrow. Nate is to be commended and we recognize him to be an asset to your company.

Pamala C. Grove, Niece of Kathryn J. Zimmerman

Your comments about our staff: Nathan and staff were the utmost professionals. Every "I" dotted, every "T" crossed. All details arranged with the deepest respect and warmth.

Additional comments: Complete sincerity, sympathy and respect was afforded by Nathan and staff every step of the way. Thank you.

Mrs. Caroline A. Schmuck, Widow of Keith G. Schmuck

Your comments about our staff: Nate could not have been more compassionate during a very difficult time.

Would you refer us to others? Absolutely yes!

Stephanie Meyer, Daughter of Robert H. Smith

Would you refer us to others? Yes!!! I have had Nate take care of my younger brother's funeral in 2006, my uncle's in 2008, father's in 2011, and most recently my mother's in October 2015. I seriously do not know how I would have gotten through it without him. Nate is the best of the best when it comes to the quality of customer service and care he provides to families during the worst time in their lives. He has a very calming way about him that helps put others at ease. He is very good with dealing with difficult situations. It could have gone really bad, but Nate is wonderful with talking to people and helping them somehow get through it all.

Nate—Thank you so much! I hope you know that you are a blessing to everyone that you help. It takes a very special person to do what you do. It is obvious that this is your calling and that you have a passion for your work. I hope Heffner's know how lucky they are to have such a talented, caring and professional employee! Take care! Thank you for being there through my toughest of times.

Sharon Mason, Daughter of Rita M. Roseberry

Your comments about our staff: Your staff was wonderful! Nate Ray was excellent and very thoughtful, kind and very helpful with everything. Would recommend him to anyone.

Mrs. Betty Jane Leiphart, Widow of Robert M. Leiphart

Your comments about our staff: The staff was very comforting and caring during Craig's passing. Everyone answered our questions and explained in detail anything we asked.

Additional comments: Dear Mr. Heffner, I just want to say thank you to Nate and all the staff during the passing of my husband, W. Craig Adams. Many people told me how beautiful the service was, and the compassion Nate and staff showed to our family. Every question and concern we had was answered during this difficult time.

During the passing of my mother in 2012, Dorothy Knisley, the same concerns and comfort were shown to us. Sincerely,

Theresa Adams and Family, Widow and Family of W. Craig Adams

Your comments about our staff: Nate and Matt were professional and caring. They exceeded all expectations. Everything done as requested and then some. Outstanding service. Always attentive to our needs.

Mrs. Corean L. Dell, Widow of James R. Dell

Your comments about our staff: Excellent job. Once again, very good job. Carl was very happy—wants his to be the same.

Would you refer us to others? Yes. You always do a good job. You run a pretty cool operation. Glad you're in this area. Scott and Nate are very good with people. Thank you.

Jessie Kline, Sr., Power of Attorney for Martha M. Hiner

Your comments about our staff: Fast and courteous. Nate helped at a very hard time. I don't know what you could do to improve. Thanks.

John H. Ettinger, Brother of Dawn M. Ettinger

Your comments about our staff: Nate was very professional and helpful.

Would you refer us to others? Yes. You are the only funeral home, in our area, that I would recommend. XXXX is too too dreary, parking is terrible, and the hill is too much for older folks. YYYY is semi dreary and the decedent's bodies are always laid out with their neck, chin area all squished in a weird way!! Your establishment is cheery, easy parking, easy entrance, and the decedent looks "normal."

Name Withheld by Request

Your comments about our staff: Nate Ray did an excellent job of listening to us even if we did not fully understand. He took his time to re-explain certain things.

Michael L. Smith, Widower of Patricia A. Smith

Your comments about our staff: Nathan Ray was great. His attention to detail is amazing.

Would you refer us to others? Yes, I already have.

Rodney Kline, Son of Nelda J. Kline

Your comments about our staff: Nate, Todd and supporters were outstanding. They made a difficult process very easy.

Would you refer us to others? Yes. Absolutely! See above.

Ronald E. Fitzkee, Sr. Widower of Janice A. Fitzkee

Your comments about our staff: Mr. Ray (Nate) and others of your staff were courteous, professional, caring, and kind beyond measure. I and my family were very impressed with the handling of my mother's service. Thank you.

Additional comments: The manner in which Nate coordinated with Sawyer George here in Corpus Christi, Texas and then followed through with finalizing arrangements in York, PA is greatly appreciated. Nate's management of and attention to the details of my mother's final arrangements freed me and my family to share our time in the celebration of her life and the part of her being which remains with us. With sincere appreciation,

John E. Orendorff, son of Kathryn A. Lewis

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: My wife and I are very thankful for the kindness that Nate showed us in our time of loss. We felt very comfortable expressing ourselves to him and he in turn showed us the utmost respect.

Would you refer us to others? Yes. The professionalism and courtesy we experienced was a true blessing. It made the difficult journey that I had to take much easier. So yes, I would definitely refer you to anyone.

Donald Markle, Son of Doris M. Henry

Your comments about our staff: The staff couldn't have done a better job! My family was very pleased with the service we received.

Would you refer us to others? Yes. Absolutely we would refer you! Our experience was priceless! We couldn't have been taken care of any better. We are so glad we chose you.

Additional comments: Nate did such a great job during this very difficult time for us! I can't say enough about how wonderful he handled the care of my father. My family and I were very pleased. We would recommend you to anyone and would use your funeral home again. Thanks.

Jamie Kasper, Daughter of Harold G. Cramer

Your comments about our staff: Outstanding!! Nate was more than helpful and sensitive to our needs.

Would you refer us to others? Yes. I cannot conceive of a more professional or comfortable approach to a difficult situation.

C. Michael Stackhouse, Son of Charles A. Stackhouse, Jr.

Your comments about our staff: All persons dealt with at Red Lion facility were outstanding—particularly Nathan.

D. Michael Craley, Esquire, Attorney for Charles E. Stouch

Your comments about our staff: Nate and Matt were wonderful.

Name Withheld by Request

Your comments about our staff: I was extremely satisfied with Nate. In a time where me and my family were preoccupied emotionally, Nate didn't miss a beat. He was very kind without being intrusive and went beyond the call of duty in attention to detail. I was very impressed with the entire staff and courteously handled!

Daniel L. Chronister, Son of Margaret E. Chronister

Your comments about our staff: Nate is a true asset to you!

John S. Brant, Jr., Widower of Ruth A. Brant

Your comments about our staff: Nate Ray was excellent with explaining all the details of the service and all aspects of our meetings. Again, his presentation of my mother was just so good—just as he did my father 5 years ago.

Additional comments: All the staff were excellent—very comforting at a sad time. The staff were friendly and compassionate. Please thank all of them from me and my family.

Bonnie L. Doelp, daughter of Mary R. Lauer

Your comments about our staff: Nate was very thorough and very helpful with the process. Accommodated our needs on short notice.

Would you refer us to others? Yes. Excellent facilities. Friendly and have local personnel.

Mark E. Harlacker, Son of Robert W. Harlacker

Your comments about our staff: Losing my husband was an awful experience beyond words—to have to arrange a funeral was something I thought I couldn't bear. From the moment my sons and I met with Nate, I felt so at ease. He made a very difficult time a little less painful. I cannot say enough good things about the staff.

Mrs. Doris J. Naylor, Widow of Steven A. Naylor

Your comments about our staff: Nathan Ray was professional and helpful in a very upsetting time for me. Also, Louella Stough was very professional and caring in her interactions with me. I appreciated both of their assistance.

Name Withheld by Request

Your comments about our staff: Nate was very helpful in everything! Very personal and business oriented.

Please check the most important reason for selecting us: Chalmers selected Heffner's in his obit that he had prepared.

Would you refer us to others? Yes. Chalmers had his obit written and stated how he wanted his medals and ribbons at the ends of his casket which is exactly what he wanted and Heffner's did a fabulous job. He was very proud to serve in the Navy, and was a "Tin Can Sailor".

Norma Brown, Daughter of Chalmers W. Bahn

Your comments about our staff: Very helpful. Nate was a pleasure to work with.

Karen Morgan, Daughter of Dean E. Kinkel

Your comments about our staff: The Best! Very kind, Nate and Betty, they listened to all the stories the boys and I had to say about Buck. Even the office staff are so very good with their jobs. We (the whole family) were very pleased. Buck would not have wanted to go anywhere else.

Additional comments: We the family thank all of you, Sincerely,

Joyce Horne, Wife of Nevin W. Horne, Jr.

Your comments about our staff: Nate was very pleasant and did an outstanding job. Couldn't ask for anything better.

Brian E. Sharp, Fiance of Lorie A. Baer

Your comments about our staff: We were treated kindly and professionally—my family and I were very impressed with Nate. He is a definite asset. When I called and spoke to anyone who answered the phone, they were very courteous and helpful.

Name Withheld by Request

Your comments about our staff: Nate was our representative and he was excellent, very sincere. We truly appreciate his concern and helpfulness. Nate, thank you again.

Melody E. Hess, Daughter of Shirley N. Shoff

Your comments about our staff: My relatives expressed how attentive and respectful your staff were to them. Thank you.

Would you refer us to others? Yes. Excellent service by professionals who are also genuine with their warmth and caring ways. Thank you all.

Additional comments: Special thanks to Matt. You were wonderful to my brother and I. We had to experience the worst experience of our lives and you made it easy for us to organize. Thanks to Nate who answered all our questions. Also, Louella and Tina, thank you ladies. I know that details can be a pain and you two were great with all of it. All your staff were wonderful. My parents are probably very happy with all the arrangements. You gave them both dignity and we thank you.

Maria Thivierge and Family, Daughter and Family of Francesca Cioffi

Your comments about our staff: You could not have had a better staff. Matt Morris is a true professional. Betty must have come to the earth with the ultimate purpose of being a celebrant. Our pre-death meeting with Nate sold us on Heffner's and we are so happy it did. Your staff is wonderful!!

Most important reason for selecting us: Your parking lot.

Would you refer us to others? Yes. As I have never had the need to plan a funeral of a loved one, I was clueless about the process. What I have learned is that the funeral home and its staff are extremely important in helping a family in a very stressful time. We (our family) cannot say enough about how pleased we were with your service. We picked you because of your parking lot. That is funny now because that is very low on the list of the things I would consider in selecting a funeral home now that I am experienced. Your staff was fabulous. Nate, Matt and Betty made the entire experience as pleasant as possible. Attention was paid to every detail, even ones we hadn't thought of. We would highly recommend Heffner's and won't be listing your parking lot as the best thing to say about you (although your parking lot is the best in York County!) Thanks again for everything!

Alice Kretz and family, Widow and family of Terry C. Kretz, Sr.

Your comments about our staff: Everyone was very courteous and helpful. Todd and Nate were wonderful to work with.

Would you refer us to others? Yes. Because you do a SUPER JOB!!

Sara L. Hannigan, Widow of Harlan J. Hannigan

Your comments about our staff: Nate was the epitome of a professional but at the same time on my level. He was very kind and considerate, did everything excellently, and went out of his way to do more than required. I could not thank him enough.

The most important reason for selecting us: Paul had his arrangements made so selection was not up to me, but he made a wonderful choice.

Would you refer us to others? Yes definitely. I think your Red Lion place is beautiful and an excellent place for viewing and funerals. From employees to parking, everything was well ordered.

Mrs. Norma L. Prewitt, Sister of Paul L. Wilson

Your comments about our staff: He was so compassionate. Nate gave us so many options, giving us insight like the obituary in the paper, to the private viewing. Just walked us through with all options.

Would you refer us to others? Yes. Such a beautiful place with peaceful serenity. More setting like a church than a funeral home. I thought I was in church instead of a funeral.

Additional comments: Under the circumstances of our son Zachary, Nate touched our heart. He has been an inspiration to us. He took two hours and listened to what we had to say about Zachary and our family. I have been to many, many funerals but never met someone as Nate. I have been telling friends and family how wonderful he is. He deserves to be recognized as a man of compassion, love, and laughter. He worked within the budget and yet became a beautiful service for our son. May God bless him and Nate to be the one to show us the way, truly blessed. Sincerely,

Mrs. Debbie Baublitz, Mother of Zachary R. Fuller

Your comments about our staff: Nate and everyone was exceptional! Thank you.

Barbara Murphy, Niece of Irene M. Fridinger

Your comments about our staff: Your staff is excellent! Very courteous and professional. Loved working with Nate.

Clay S. Reider, Son of Gloria D. Reider

Your comments about our staff: The staff was very professional and helpful in our family's time of grief. I'd like to say a special thank you to Nate for all he did for us.

Would you refer us to others? Yes. We have used your services on more than one occasion and have been treated with nothing but respect and dignity.

David A. Copenheaver, Grandson of Catherine Shaffer

Your comments about our staff: Appreciate Nathan Ray's personable, helpful attention to detail. Office staff was courteous and able to quickly get answers to our questions and requests.

George N. Fletcher, Son of Grace M. Fletcher

Your comments about our staff: Staff was very good at their jobs.

Would you refer us to others? Yes. When you find something that works and works well, you tell others.

Additional comments: To Nathan (Nate) Ray, Thank you. You did a great job of walking us through everything.

Venable, Jr., Widower of Melissa A. Venable

Your comments about our staff: Nate was exceptional dealing with us, and many family and friends commented favorably on your staff.

Additional comments: We originally called another funeral home in York, the go-to for other family members in the past. We could not accept the uncertainty of what they were going to or not going to do as far as arrangements. We called you and you told us what you would do and to let it in your hands and you did a great job (my son was out of town at the time of his death so it wasn't the normal arrangements.) Thank you for being there.

Jane M. Parkin, Mother of Jason J. Parkin

Your comments about our staff: We could not have had a better person than Nathan. He is a very caring and gentle man. Nathan made all the arrangements and worked with my whole family. Everything was perfect.

Mrs. Mary W. Sharp, Widow of David L. Sharp, Jr.

Your comments about our staff: We lost Mom and Dad in the last year – tough year. Nate was compassionate and totally professional. He listened carefully to our thoughts and needs and followed thru on every detail. He was a pleasure to work with and an outstanding representative of your business.

Todd Eckert handled my Father's arrangements in August 2013 (Ref Frederick Bridge 8/1/13). We were referred to Todd. This was the first time we went thru this process and weren't sure what to expect. Todd was amazing, devoting full time and attention to our wishes and needs. He followed thru on every detail and was a true professional in this business -- patient, compassionate, understanding. He is the reason we came back to Heffner's when Mom passed away in July. Thank you for everything.

Mr. Eric A. Bridge, Son of Marilyn J. Bridge and Frederick J. Bridge

Your comments about our staff: Nate was the perfect person for us to be paired with. Professional, personable, detail oriented and compassionate. Couldn't have asked for anything more.

Would you refer us to others? Yes. Best in the business.

Lisa R. Mason, Widow of Jack E. Mason, III

Your comments about our staff: Nate has been a god-send in helping me through this difficult time. My sincere gratitude and thanks to him and also to Kathy.
Would you refer us to others? Yes. Professionalism, courtesy and dignity.

Linda J. Loughran, Widow of Michael J. Loughran

Your comments about our staff: Nate was informative and understanding.

Kristine L. Kent, Daughter of Ann M. Protheroe

Your comments about our staff: Nate went above and beyond being helpful!

Mr. and Mrs. Eric Sterner, Brother and Sister-in-Law of Corey L. Lauer

Your comments about our staff: Nathan Ray—extremely courteous, respectful. He made all out-of-town arrangements for us and was always available for questions and service. I would highly recommend to friends and family. Thank you.

Pamela G. Shervin, Daughter of Evelyn V. Romano

Your comments about our staff: Used Nate when mother passed away a few years ago. He is excellent all around and that is one reason I did not shop another home but came directly to your firm again.

Clarence D. Stagemyer, Brother of Sydney M. Stagemyer

Your comments about our staff: We worked with Nathan and he was very courteous and helpful. He guided us through the entire process and was always available.

Would you refer us to others? Yes. My husband and I intend to make our final arrangements in the near future. We would like for Nathan to walk us through the process at that time.

Name Withheld by Request

Your comments about our staff: Nathan was great.

Rodney Clements, Son of Fairy Clements

Your comments about our staff: The staff at Heffner Funeral Services was outstanding. The professionalism and sensitivity shown far outweighed anything that we expected. The sincere compassion by Nate (our funeral director) will never be forgotten. We appreciate all that was done for the family during this difficult time. Thank you.

Would you refer us to others? Yes. Everything was handled with ease and care. Something that can really be appreciated at a stressful time.

Harry A. Craighead, Sr., Widower of Dorothy M. Craighead

Your comments about our staff: Nate was very thoughtful and professional. I was very satisfied working with him.

Name Withheld by Request

Your comments about our staff: Nate helped us and did a fantastic job.

Name Withheld by Request

Would you refer us to others? Yes. Everyone that we came in contact with at Heffner's was more than helpful and compassionate. Although my mother had made pre-arrangements, we were very satisfied with the professional service of everyone. Nate was extremely helpful and patient during a very stressful time for my sister and I. Many thanks to everyone involved.

Brian Hyser, Son of Yvonne M. Hyser

Your comments about our staff: The only staff we really saw was Nate and he was excellent. He went out of his way to record songs for us on a CD for Chris' music. He was also very prompt in returning phone calls.

Would you refer us to others? Yes. In your time of need, you need people that are caring and understanding, and at Heffner's that is exactly what we got.

Gwen Gemmill, Best Friend and Companion of Chris E. Miller

Your comments about our staff: Very courteous, very helpful, and very knowledgeable. Thank you Nate!

Would you refer us to others? Yes. Your staff made things easy at a difficult time!

Gary Flickinger, Son of Annabel C. Kloker

Your comments about our staff: I would give higher than a 4 if I could. Everything was absolutely perfect!

Would you refer us to others? Yes. Nate is wonderful! He became like a wise older brother as he walked us through everything. He answers questions before we think to ask them. Thank you.

Name Withheld by Request

Your comments about our staff: Your staff, especially Matt Morris and Todd Eckert, along with Nate, are outstanding. Unfortunately, I have met with them three times in the last seven months. They were wonderful, warm and helpful.

Elayne Grim, Niece of Margaret D. Carlson

Your comments about our staff: Nate was beyond excellent. From start to finish, I didn't worry about anything. The experience was beyond sad, the service was impeccable. Kudos to the men with him—you hardly knew they were there.

William R. Sullivan, Son of James R. Sullivan

Your comments about our staff: Nate took care of everthing and he did a great job.

Would you refer us to others? Yes. The service was really nice. We were pleased with how nice everything went.

Mrs. Doris Wecker, Widow of Gordon B. Wecker

Your comments about our staff: Professional, personable and caring. Things I remember—a hand offered as I exited our car at the cemetery, Nate Ray quietly guiding us through the service—he was always nearby to help when needed, but never intrusive.

Would you refer us to others? Yes. A friend commented that our family put the FUN in funeral—the wonderful Heffner staff helped make a sad day, a day to remember the wonderful spirit and life of my father, rather than concentrate on our loss.

Additional comments: I've attended too many services where the staff looks, dresses and acts as though they are actors in a bad movie. The neat, tailored appearance of the Heffner staff was a refreshing change. Even though the roads were wet and slushy, the procession vehicles were amazingly bright and clean. I can think of nothing to be improved upon. Sincerely,

Linda K. Phiel, Daughter of David S. Kime, Jr.

Your comments about our staff: Nate was very thoughtful and sincere.

Phyllis D. Kilburn, Niece of Evelyn R. Irwin

Your comments about our staff: It was a pleasure working with Nate. Everyone we met was very pleasant, friendly and professional. The family was especially happy with the way Mother was prepared for the viewing. It was good to see her looking like Mom again.

David W. Fuhrman, Son of June A Fuhrman

Your comments about our staff: Matt Morris was so thoughtful and helpful as we planned the service and gave us all the time we needed. I did not feel rushed in any way. He gave us options and let us take our time to decide. Nate was right there the morning of the service and took care of everything we asked for.

Would you refer us to others? Yes. Your caring and professional service was appreciated by the whole family. I will tell others your facilities are first rate.

Sandra L. Medland, Widow of William L. Medland

Your comments about our staff: Concerned, solicitous, but not pushy. Decorous but not stuffy or distant; personable.

Would you refer us to others? Yes. It was our Mother's wish to have her final arrangements handled by Heffner's. We were satisfied with our Father's arrangements in 1999, so we did not hesitate to comply with Mom's request. Nate, our contact, was helpful with all the details, explained everything clearly, and made what could have been a difficult situation easier for us to handle.

Roberta E. Rishel, Daughter of Dorothy J. Rearich

Your comments about our staff: Nate was excellent and went above and beyond what we expected. He was so helpful and was willing to do extra. All of the other staff members were pleasant and helpful. Nate was so unhurried and willing to chat as we made the arrangements. We never felt pressured.

Would you refer us to others? Yes. The facilities are beautiful and clean. The staff was willing to do everything to accommodate our needs and wishes. The services go beyond what we were expecting.

Name Withheld by Request

Your comments about our staff: Everybody on your staff are wonderful**.** I had dealt with Nate previously and we absolutely loved him and his service. Matt fulfilled everything we needed and I was pleased to find that he was just as great as Nate. You have a wonderful staff there. Thanks.

Name Withheld by Request

Your comments about our staff: My Father and I were assisted by Nate Ray. He was wonderful. He answered all our questions and gave us additional information I would not have known to ask. Again, Nate was wonderful and it made the process much easier. Thank you.

Would you refer us to others? Yes. Nate Ray was wonderful. I would recommend others to your organization.

Anne E. Solter, Daughter of Lillian B. Solter

Your comments about our staff: Nate was very professional and handled the entire affair with dignity and grace.

Name Withheld by Request

Your comments about our staff: Nathan Ray did an outstanding job in taking care of all our needs.

Name Withheld by Request

Your comments about our staff: Nate did excellent service.

Delvin G. Miller, son of Hilda G. Nessly

Your comments about our staff: All staff members were courteous and helpful. All my questions were answered promptly.

Would you refer us to others?: We had a very positive experience with Nate when my Father died in September; therefore, we requested that he be in charge of Mother's funeral too. Once again, we were very pleased. Nate is very professional. He knows when to take charge and when to remain in the background. He has a very quiet, relaxed manner. He honored our wishes, but he also made suggestions when he thought there was a better way to do something. We really appreciated that.

Nancy Anthony, daughter of Ruth H. Wolfgang

Your comments about our staff: This is the third funeral in a little over a year. Nate continued to hold the bar high and exceeded expectations! I got several comments on how well "I" did making the arrangements. I am here to tell you, that Nate and staff deserve all the credit. Thank you!!

Would you refer us to others?: Heffner staff has been a huge part to making a traumatic event a little easier. This has been the third funeral in a year. While not something I would elect to do again, you helped to make that easier. Heffner's organization continues to demonstrate they have quality staff and processes. While I don't "look forward" to needing you again, when I do it will be my first call. Thank you again.

John C. Place, son of John L. Place

Your comments about our staff: To Nathan Ray, Thanks for everything. You really helped us get through this difficult time.

John H. Ettinger, son of June M. Ettinger

Your comments about our staff: From the very beginning (walking in the door) until the very end, left my family and myself more than satisfied and pleased, and Nate was the icing on the cake. ☺ Thank you ALL.

Deborah Orr, niece of Lafair A. Horton

Your comments about our staff: It was a pleasure to work with Nate. He let my brother and me make the decisions and only gave his opinion when we asked for it. He was very professional and had a very quiet, pleasant manner. He responded promptly to my phone calls.

Would you refer us to others?: This is the first time that I had the responsibility of making funeral arrangements. The experience was an extremely positive one. When I had questions, Nate or another staff member responded promptly. I'm very pleased with the Memory Book. It was laid out beautifully. I especially appreciated the noteworthy achievements and the pictures that were chosen to illustrate each part as well as the poetry that was included.

Nancy Anthony, daughter of Millard H. Wolfgang, Jr.

Your comments about our staff: Excellent! Excellent! - Very thoughtful and caring. One step ahead with everything! We can't say enough good things about Nate.

Would you refer us to others?: Yes, relatives and friends were impressed with your level of service.

Sharon Loy, Widow of David H. Loy

Your comments about our staff: Nate was very helpful and courteous and helped me very much. He is a very sweet and considerate employee. Don't ever get rid of him; make him a partner. He really knows his stuff.

Would you refer us to others?: The respect and courteousness I received when my husband died unexpectedly was unexpected. It was like he (Nate) was a part of the family.

Name Withheld by Request

Your comments about our staff: Nate Ray is excellent. He was very down to earth with us and made us feel very comfortable considering the circumstances. This was our first experience and he handled it perfectly. He is an asset to your service.

Mary Martin, daughter of Betty G. Schober

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: I cannot say enough about how wonderful Nathan Ray is!! This is my third experience with Nathan. In 2006, my 26-year old brother, died suddenly, and Nate was there for us; in 2008, my close uncle died, and Nate was there, and finally in 2011, my Father suddenly passed away and thank God, Nate was there!!!

Would you refer us to others?: Yes, Always do! I referred my cousins to you and asked for Nate. I cannot imagine going through another funeral without him! Nathan definitely needs to be recognized for his calm, caring, and professional manner in which he presents himself.

Additional comments: I want to thank Nate for everything he has done for me and my family. My Father looked so sharp in his Marine blues! I still cannot believe that he was able to get him in it! I do not know (or want to know) how Nate got my Father to look so good! This was the first time I could ever truly say that someone looked good, and like their self at their funeral. Nate: If my Dad was here he would say "thank you" and salute you!
I must say that you are wonderful at what you do. I do not know how anyone could do your job! Thank God there are people like you doing it. You are surely doing your calling. You deserve a huge raise as far as I am concerned! They could never pay you enough for what you do for people that are going through such grief & loss.
God bless you, and thank you so much for making one of my most horrible times turn out to be so beautiful and meaningful.

Sharon Mason, daughter of Barry Roseberry, Sr.

Your comments about our staff: Nathan gave us peace of mind and took care of our every need at a time we needed guidance most.

Would you refer us to others?: Yes, I would, because at such a difficult time, Heffner's took care of us, and helped us in a caring and compassionate manner. They made sure everything was done, as it should be.

Wendi Macneal, Widow of George H. Macneal III

Would you refer us to others?: Nate answered all my questions or concerns. He returned my calls promptly. He was very helpful I my time of need with the preparation of all the arrangements.

Tammy Murphy for Clarence R. Crawford

Your comments about our staff: Very professional and well organized. No issues. Nate was very friendly and helpful

Name Withheld by Request

Your comments about our staff: We worked with Nate, and he was exceptional! He was so kind and so very compassionate, not only to those of us making the decisions, but also to those who attended the visitation and service. Quite a few people mentioned their observations to me.

Would you refer us to others?: Absolutely! Every need was known and addressed before we expressed our thoughts. There was not a single detail left hanging, and the thoughtful care for our emotions was superb! This is the 1st funeral in which I have been involved with the planning, and I can't imagine any other approach as being considered. Thank you, Nate! Nate made a very stressful situation one of calm and comfort. Our entire family is profoundly grateful!

Deb Golden, daughter of Donald M. Knipple

Your comments about our staff: Very nice to work with.

Would you refer us to others?: Nathan Ray was wonderful to work with!; Very helpful and understanding. Beautiful place.

Harriet Arnold, very good friend of William F. Mueller

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: Everyone I spoke to at Heffner's was kind, thoughtful, and helpful. Nate made my family and myself feel comfortable with all the decisions we made. He made a difficult time as easy as possible for us.

Would you refer us to others?: 1) I am so very thankful that we had made so many decisions ahead of time.
2) I am grateful for the way Nate cared for my family.

Carol Sizemore, Widow of William R. Sizemore

Your comments about our staff: Always impressed with your facility and we think Nate is the greatest!

Ginger King, Mother of Jeffrey C. King

Your comments about our staff: I just want you to know what an asset you have with Nate. He really has the kindness and compassion that a job like this requires. Thank you so much.

Frances M. Drawbaugh, sister of Jeffrey F. Sharp

Your comments about our staff: Your staff was very kind, and helpful and was there to serve, and to ease you through your sorrow. Nate was a wonderful person to talk with and was there for you.
Would you refer us to others?: The thoughtfulness of your staff was beyond what is expected. Knowing the kindness and the sympathy shown to us, we would recommend your services.

Doris Meisenhelter, Widow of Phares D. Meisenhelter

Your comments about our staff: Nate and your staff were excellent.

Joel E. Sponsler, Widower of Doris E. Sponsler

Your comments about our staff: Nate Ray was extremely polite, professional and helpful.

Would you refer us to others?: Yes, because of staff and facility.

Robert Zarfoss, son of Pauline E. Zarfoss

Your comments about our staff: We worked mostly with Nate, and he did an outstanding job; most courteous, to convey her appreciation in Nate's manner, since I was filling out the survey.

Would you refer us to others?: Yes, we also were impressed with Nate's preparation of my Father. Mother was so glad she did view Dad. She had requested a closed casket, but when I wanted to view, Nate said I could before the service, so Mom wanted to go back with me – When I spoke with her the next day – her comment was – "I'm so glad I decided to view Dad – he looked so good – peaceful – a more pleasant memory than that in the E.D". Nate made a very sad situation more bearable to address.

Bonnie L. Doelp, daughter of Norman R. Lauer

Your comments about our staff: Nate was very helpful and made a very difficult time much easier. He was very accommodating and my husband's service was done just as I requested. I was just joking about hanging my husband's prized deer in the chapel, but Nate said we could do anything we wanted. People were amazed at what we were allowed to do and it just made the service more personal and special for our families. Chris's service was very uplifting and was truly a celebration for his gifts and of his life and for that I am truly grateful for Nate's help and support.

Robin Lakata, Widow of Christopher Lakata

Your comments about our staff: Nate was the person taking care of all my needs. He was very helpful in every way. I really appreciated all that he did for me. Thank you Nate.

Would you refer us to others?: I would refer you to others because everybody was so helpful to me because I had no clue as to what to do.

Darlene Eisenhour, daughter of Charles W. Dell

Your comments about our staff: Nate and staff were very professional and courteous. Everyone was very helpful. We would highly recommend you to others.

Jane Graham, Widow of Terry E. Graham

Your comments about our staff: Nate did a wonderful job and was extremely personable and professional.

Fred Bingaman, stepson of Floyd E. Nestler

Your comments about our staff: Nate and your staff provided an excellent service for my wife. I couldn't have been more pleased.

Additional comments: I was pleased with additional effort. Thank you.

Name Withheld by Request

Your comments about our staff: All of your staff was very professional and helpful in every way. Especially Nate (Nathan Ray). He is an exceptional young man who helped us through a very difficult time.

Would you refer us to others?: Myself and others in the family have remembered that your service is outstanding and goes above what others have experienced.

Lorraine Polk-Miller, Widow of Gerald R. Miller

Your comments about our staff: We have worked with Nate Ray before and he was again extremely compassionate and helpful during these difficult times. He anticipated many of our needs before we even knew that we had them. His sensitivity made Mom's passing more endurable. The office ladies and the assistants at the funeral were excellent as well.

Would you refer us to others?: I would recommend you for the same reasons listed above.

Kim Shoemaker, daughter of Ruth Brockley

Your comments about our staff: Nate was very good.

Vonnie K. Davis, daughter of Agnes L. Davis

Your comments about our staff: Nate was instrumental in making my Father's funeral go very smoothly and without any complications. I was taken care of along with my family members.

Janice Wiley, daughter of Robert E. Starner

Your comments about our staff: Everyone was wonderful, especially Nate and helper (Corky) knew your founder personally.

Would you refer us to others?: Beautiful surroundings and clean.

Annabelle Brenneman, Widow of Dale M. Brenneman

Your comments about our staff: Nate was terrific. Very supportive and kind.

Name Withheld by Request

Your comments about our staff: Our experience for exceeded our expectations. Nate handled every detail for us and was extremely attentive to our family's every need. We didn't have to worry about anything knowing that Nate was in charge. All the staff we dealt with were fantastic. Our entire family thanks you for all your excellent service to us during a difficult time.

Reason for selecting us: Appearance of your facility, beautiful, modern, tranquil.

Would you refer us to others?: Absolutely! Our family was so impressed with how smoothly my Mother's funeral was handled. Your facilities are excellent – beautiful, modern and every tranquil with the fireplace, bird aviary, and large foyer. The staff is beyond compare in providing excellent service in a professional manner. We feel Heffner's is the best in York. Thank you,

Rosemary Sieffert

Your comments about our staff: Nathan and staff were wonderful. They eased our concerns and wishes and made the process much more bearable.

Would you refer us to others?: You have handled a number of services for us (unfortunately), and they have all been very good.

Additional comments: Nathan, Thanks again! Your style and demeanor were exactly what we needed! Thanks. Jamie, Kim, Stacie and families.

Jamie Ellis, son of Candace J. Ellis

Your comments about our staff: Very professional, yet very personable.

Would you refer us to others?: I walked in with out a clue of what to do and was directed step by step. At such a time, everything was explained, choices given, offered a comforting feeling. Made the experience as easy as possible. Again, Nate, thank you so much.

Martha Hogan, Widow of Michael J. Hogan, Jr.

Your comments about our staff: Excellent, professional staff, especially Nate. He was so kind and compassionate. Everything was handled smoothly and flawless. Guests attending the funeral commented on the beautiful chapel and the attentive staff.

Would you refer us to others?: Definitely! I have never seen a funeral home that takes such good care of your loved one and also provides wonderful support for the family, even after the services. This was such a stressful time for the entire family, but your staff took great care of everyone.

Suzanne Dillie, Widow of Curtis Dillie

Your comments about our staff: Nate did an excellent job arranging wife's burial in another state. Funeral Director was very pleased with your preparations and coordination of services.

Ed Salsbury, Widower of Deborah Salsbury

Your comments about out staff: Everyone that I had contact with was very helpful. Nate was very helpful and answered all our calls and questions.

Would you refer us to others?: The service was great.

Dora R. Stover, Widow of Henry Stover

Your comments about our staff: Have nothing but wonderful things to say about Nate. He was helpful, sensitive and very understanding!! 100%

Would you refer us to others?: I would, and have, told everyone I know what a wonderful service you've provided for myself and family!

Kristie Rineer, mother of Baby Rineer

Your comments about our staff: We were very pleased with Nate. He could not have been more kind or patient and everything went very smoothly. He was very helpful at guiding us through a difficult time, without putting on any pressure. I would feel comfortable highly recommending him.

Terry Koontz, daughter of Yvonne Ness

Your comments about our staff: Job well done

Additional comments: Please extend my thanks to Nate. Most of the services were arranged via e-mail, telephone, long distance, which makes things somewhat more challenging. He made the affair as easy as possible and it was appreciated. Thanks, Elsie

Elsie Schaszberger, daughter of Anna Schaszberger

Your comments about our staff: Nate was outstanding!

David Alvey, son of Eleanor A. Alvey

Your comments about our staff: We were well pleased with your staff and their continence during this very difficult time. Nate Ray did an excellent job and I will recommend him to anyone that asks me for a reference. I appreciated him so much. He was very thoughtful and helpful in every area.

Additional comments: Hats off to Nate. Thanks, we love him!

Shirley Ott, mother of Timothy P. Ott

Your comments about our staff: Very pleased with Nate's handling of everything from initial consultation to cemetery service. Went out of his way to fulfill my and my sister's requests. Had no problem with special photo requests.

Would you refer us to others?: Yes, very much so. Thanks again for your fine company and dedicated employees.

Clarence (Deak) Stagemyer, son of Margaret Stagemyer

Would you refer us to others?: We were treated like your own family and I can never thank you enough for the wonderful way you made Bruce look. Thank you from my heart. Nate was wonderful to my family.

Connie Weirich, Widow of Bruce A. Weirich

Your comments about our staff: Nathan Ray was exceptional in the way he carried out his duties and went above and beyond what we expected. Not only was he courteous, but very professional and made this difficult time much easier for our entire family.

Kim Smith, sister of Charlaine Hoffheins

Your comments about our staff: The staff at Heffner's is outstanding. The privilege to work with Nate during this time was truly a blessing to us.

Would you refer us to others?: I was so impressed with your services and staff that I would recommend you to anyone and would ask them to request Nate.

Additional comments: Thank you to all employees of Heffner's for making all of our desires for Cheree's service happen. It was truly a pleasure to work with people who made this most difficult of times much easier to bear. Any request we made was received with an outstanding "Yes". Thank you again for a great job. Your kindness and thoughtfulness will be remembered for a lifetime.

Kandi S. Ness, for Cheree Fahringer

Your comments about our staff: Everyone was so kind and accommodating. The recommendation of Pastor Starr was perfect. The ceremony could not have been nicer. Nate was wonderful with the funeral preparations and the entire process. Thank you to all.

Joan Hassell, Widow of Norman H. Hassell

Your comments about our staff: We had made some preliminary arrangements with Nathan Ray who was very helpful and answered may questions we had. Nathan was out of town the weekend my wife passed away and Todd Eckert handled the final arrangements. Todd did an outstanding job for us. Excellent job; Thanks to all.

Robert Dale Shively, Widower of Nancy G. Shively

Additional comments: I dealt with Nate throughout my difficult experience and he was gentle and kind and did all he could to make things go easier for me. Thank you, Nate, so very much.

Doris H. Ritter, daughter of Helen Stebbins

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: Nathan Ray, was very helpful & always willing to do whatever we needed. I will be in future contact because of my ill brother. Thank you, for everything.

Would you refer us to others?: Everything was explained in detail. Made the transition easier.

Tina Batzel, daughter of Thresa Kline

Your comments about our staff: They were the BEST, especially Nate. He was the finest young man I had every met.

Would you refer us to others?: If ever you need a funeral chapel, just call Heffner's, they help you with everything, they make it so easy, just call Nate, he knows his job. Thanks, Nate for being so king and helpful to me.

Norma J. Pritts, Widow of Charles Pritts

Your comments about our staff: My Father's passing took us all by surprise. It was something we knew would happened someday…just not yet. My Mom especially was not prepared for the morning of March 21, 2007. Thank you Nate for your compassion and your patience as my Mom had some very difficult decisions to make in the midst of the extreme loss and pain she was experiencing from the death of my Dad, her husband of 53 years.

Would you refer us to others: My Mom still talks about how well Nate took care of things. He even thought to have the men there from the V.A. to present Mom with a flag. Thank you Nate, for honoring Mom & Dad in this way!

Joannie Smith, daughter of Harold & Doris Smith

Your comments about our staff: Nate was very professional, very calming & very helpful. He was so kind.

Elisia Cassell, granddaughter of Victoria Q. Baublitz

Your comments about our staff: Nathan Ray, touched our hearts deeply. He was so sincere & helpful in so many ways. He added that extra personal touch that comforted us all. Nate, you are such a wonderful person, who will live in my heart forever.

Bonnie Eckenrode, Widow of John Eckenrode, Sr.

Your comments about our staff: Very professional and also personable.

Additional comments: The day of my Mother's funeral, 2/14/07, there was a terrible snowstorm. The staff worked with us to see that everything was completed that day. We were very pleased with Nate. He was very pleasant to work with and very accessible. I am glad my parents had everything prearranged and with your company.

Carolyn Sourbier, daughter of Grace Sourbier

Your comments about our staff: The staff was kind, caring and patient. They carried out every request I made to my completer satisfaction. Nathan and Kim helped minimize my grief at a difficult time.

Would you refer us to others? You provide a complete and satisfactory service.

Additional comments: I utilized your service when my Mother passed away in 2004 and currently for my husband. Just knowing all aspects of the arrangements will be professionally handled is a great comfort. Thank you.

Pat Fischer, Widow of Louis F. Fischer

Your comments about our staff: Nate was very professional in all ways. He served our family in a courteous and sympathetic manner.

Additional comments: Thank you for everything!

Mary Jane McLaughlin for Harry J. McLaughlin

Your comments about our staff: A special Thanks to all, especially Nate. He made me feel comfortable discussing the fact that my wife did not want a large expensive funeral and respected that.

Kim Louis Happl, Widower of Geraldine G. Happl

Your comments about our staff: Nate Ray was very accommodating to our family in every way. Very low key, but you knew he was there. Friendly and reassuring, Thank you Nate.

Additional comments: Your staff at the viewing was very polite, doing a good job, and friendly. Sincerely

Matt Plowman, son of Iris L. Henry

Your comments about our staff: Excellent – made everything easy – sure helped a lot with our stress level. Nate has a calming effect – which works well with stressful situations.

Connie Dennis, Widow of Robert L. Dennis

Your comments about our staff: Nate was excellent in his professionalism, guidance, and help in every capacity. Highly recommended!

Pamela Chubb, daughter of Alma Shore

Your comments about our staff: Nate did an excellent Job. DWD

David Hassler, Widower of Dorothy Hassler

Your comments about our staff: Everybody was so nice to our family. Erika was really great. Every time I had to stop at the office, she would come out an give me a hug; that made me feel good. Nate was very nice also. We worked with him for my Dad's funeral. He came and talked to us at my Mom's funeral. That really meant a lot to know he remembered us. Again, everybody was so great.

Carol Bupp, daughter of Darthy Crumling

Your comments about our staff: Nate Ray did an extremely professional, helpful and respectful job managing my father's funeral. I really appreciated everything he did and his attention to our wishes.

John W. Sherwood, son of Thomas Sherwood

Your comments about our staff: Nate was very professional & helpful to us. We very much appreciated him picking up my Aunt's brother & his wife who didn't have a way to come to the funeral home.

Betty L. Stambaugh, niece of Margaret R. Jones

Your comments about our staff: Nate Ray was personable, professional and compassionate. He was very helpful during this difficult time.

Sharon Smith, daughter of Irene F. Senft

Your comments about our staff: I was very impressed that two gentlemen came in the very early hours of the morning dressed in suits, very professional and comforting, and covered my father's body with a flag when they took him out. It made a difficult moment, much easier to bear. (Thank you.)

Would you refer us to others?: Yes, Heffner's did my mother's service in 2004, and we were pleased also. For Dad's funeral, we had Nate, and I have to say when I first saw him – he looked so young; I was a little apprehensive. He was, however; very knowledgeable and professional; and did a very good job.

Susan Warner, daughter of Lloyd Graff

Your comments about our staff: Nate was very professional, but we all knew it was more than just his job. He was very kind, courteous and caring. He took care of our every need.

Would you refer us to others?: Yes, I would. It was a terrible time for our family, but our experience at Heffner's was very positive. Nothing with funeral added any more negative in our life during that time.

Additional comments: Nate was everything you would want during a death in the family. I know it is his job, but we never felt like that as he took care of us. If all of your people are like Nate, you will have a great staff. Kim and Barb were always kind and helpful whenever I called. It was like I was never a bother; that was truly appreciated. Thanks, Brad Hankey Death is not a pleasant experience, but dealing with you all was.

Brad Hankey, brother of Kelly Aldinger for Ryan L. Rohrbaugh

Your comments about our staff: I found everyone to be courteous and professional.

Additional Comments: This was my second experience with Heffner Funeral Chapel in just under fourteen months. Todd handled my mother's services in February 2005, and suggested pre-arrangement for my father who was not in good health. After moving my Father to New Jersey to be near me, and after life settled down a little, I contacted Todd. He helped me with the pre-arrangement for my Father by phone & mail

When my Father died this April, it was a great relief to know everything was taken care of. This time Nate coordinated and kept in contact with me. Nate also was very courteous and professional and managed everything very well. I t wa a great comfort to know I could depend on your staff. Sincerely,

Janet Wagner, daughter of John F. Seim

Would you refer us to others?: Nate was so helpful, I'm not sure what I would have done without his help! Thank You! (NATE)

Kymberly Culbertson, Widow of J. William Culbertson

Your comments about our staff: Nate, our thanks to you and all of our hard work. It was very greatly appreciated. Our flexibility and respect for our unique situation made a hard situation go so much smoother. Thank you for everything.

Robert S. Bashura, son of Jennie Bashura

Your comments about our staff: First-rate, outstanding-what more can be said? The staff's attention to detail & our needs at such a difficult time was tremendous. I would certainly recommend your services.

There are no words that can truly express our "thanks" to your staff. All of the staff that we had contact with – Nate, the parking attendants, the office staff and the attendants at the viewing and church service were both compassionate and attentive to our needs at such a difficult time. Nate Ray was kind, caring and responsive to our desires. He is an exemplary person and as such, should be acknowledged for his personal and professional manner at which he presented himself. He never failed to handle any detail with less than 110%.

In closing, let me once again say "thank-you" to your superb staff for making such a difficult time easier. God Bless.

Kimberly A. Boyle & family for Robert E. Boyle

Your comments about our staff: Outstanding service from Nathan and Erika. All others in charge of procession and internment duties were excellent. Thank you.

Janet Berkheimer, sister of Sara Bailey

Your comments about our staff: I was extremely pleased with the services and attention to detail provided. Nate Ray was competent and professional and displayed extreme sensitivity when coordinating arrangements with another elderly family member.

Would you refer us to others?: All arrangements were handled in a professional and timely manner,. The arrangements were pre-arranged – there was no prssure to "sell or upgrade products/service previously selected.

Nancy D. Duran, niece/POA of William Dougherty

Your comments about our staff: Erika & Nate were very helpful & professional. In fact, everyone we came in contact with was respectful & caring.

Darla Liddle, granddaughter of Ida A. Ellwein

Your comments about our staff: Nate was attentive and fantastic and very helpful – even with small details.

Would you refer us to others?: Helpful in every way.

Allen Livingston, son of Ellen Livingston

Your comments about our staff: From the first call, ,which was Thursday, before my husband's death on Sat. 10/15/05 to talk about arrangements to the gentleman who came to the house for his body, everyone courteous and professional. Nate Ray who came to my home to make arrangements, to the funeral service, absolutely wonderful, professional, friendly, easy to talk to, besides other things, he even made a bouquet of flowers from the arrangement at the funeral for us to take to N.C. for the burial service, which we did. Thank you Nate for all you did. You make it perfect and relazed to talk to.

My husband and I attended a funeral service there about 2 years ago. Upon leaving he told me when he dies there is where he wanted to have the service.

It's very beautiful, which under not very easy circumstances, makes it easier and lifts your spirits, besides the professional attitude of all the staff. The chapel is like a church setting, as I heard several comments, which made it very pleasant surroundings.

Reputation for Heffners is well known for it's excellence in this area.

I remember a statement you made "there is no right or wrong in handling a funeral, it's what the family desires, and you would do your part to make it happen", and you did. Thank you so very much.

Faye Moore, Widow of William F. Moore

Your comments about our staff: Your staff were excellent and very caring. They were very well groomed and thoughtful. Nate was so kind when they came to take him. I will never forget him. A very nice young man.

Would you refer us to others: Everybody was so kind and went out of their way for the family. The service was very nice and the packet that was given to me in the white leather case was outstanding. I wouldn't have anybody else. I tell my friends that Heffner's are very kind and have the nicest people working for them. They were all superb. Everything was handled with the greatest of class. I am very happy with everything. Sincerely,

Mrs. Doris Senft, Widow of Kenneth Senft

Your comments about our staff: I can't say enough about how excellent your help and service was at this difficult time of our lives. Nate Ray did his job well above expectations. I appreciate all the things you did for me and my family.

Would you refer us to others: Due to your excellent service and caring I would have no reservations referring you to anybody. Great Job. I would just like to say Thank you very much for all you did for my Dad, me, my family and everybody involved, either at the funeral or in caring for him before his passing. If I had to do any of this over again, I wouldn't change at thing. Thank you very much, Sincerely,

Russell L. Snyder & Andrew F. Snyder's family

Your comments about our staff: Polite, courteous, attentive, informative, pleasant,…really did a "wonderful" job with the picture used for the prayer cards, thank you cards, & obituary. Excellent job with the keepsake book.

Would you refer us to others: Excellent services for John Felix under "Ray" as Director.
Excellent services for Wanda Felix under "Matt" as Director.

Jenny Reyes, sister of Wanda Felix

Your comments about our staff: Your Funeral Director – Nathan Ray – did a great job. His service was outstanding, he did a great job, his assistance help was great.

Would you refer us to others?: Your method of handling private viewing is very outstanding, my family was very much pleased.. Thank you kindly,

F. Nestler, Widower of Mary Nestler

It was extremely helpful to have Mr. Ray assist me through this unfortunate time. He is a great asset to your business. Thank him again for me, D.F. Munchel.

Donald Munchel for William Hertz

Nathan Ray handled it very professionally. They were prearranged years ago.

Jean L. Dodrer Widow of Kenneth Dodrer

Nathan and your fellow employees! We were treated very personable and your niceness was exceptional! Thanks again,

Gini Culbertson, Widow of Robert Culbertson, Jr.

Nate was very thorough, considerate, professional, and provided excellent service to us, and Ernie, Thank you for being there to greet me after my final visit with my father. Pam

Excellent compassion, consideration shown for the needs of the family.

Pamela Chubb daughter of Harold L. Shore

I worked with Nathan Ray and would recommend him highly. He was very helpful and sympathetic. A beautiful facility and wonderful staff.

Susan Emig, daughter of Joseph Evers

Nate was my only contact and he was above excellent.

Karen Wagner for Kennard Sussman

Your staff was wonderful to everyone, both at the viewing, funeral and burial. Especially Nathan Ray, he took care of everything.

I would refer you to others because everything was perfect.

Kathryn L. Newcomer, Widow of James E. Newcomer

We worked with Nathan – he was a fantastic funeral director! All bases were convered and we were made to feel like the only people he was working with. All staff at the service were very professional and courteous.

Anne Harnish, daughter of Dr. Robert L. Kerns

Nate, We would like to say a huge "Thank you" for making the loss of our Mom a little easier. You did an "awesome" job with everything! The bagpiper was a great idea. You really have a special quality about you, and you're very well versed in what you do. We all appreciate you very much. Many blessings to you &

Lori, Abbi. Ann, Chris & Cathy (Dorothy Prescott's family)

Nate was super. He went the extra mile and more to be helpful. As was Ardie, who is a very special person. There were others whose names I can't remember.

Mary E. Wantz for Clarence E. Wantz

Your staff was very caring when they came to pick up Roy at the home. I would recommend you to others. You did a marvelous job. Everyone was so kind. I had a lot of good comments on the beautiful service. I think you have the best staff that I ever saw at a funeral. Your people are so very kind and thoughtful as to the feeling of people that are going thru a sad time. I really appreciate everything you have done for me and my family. I think Nate should be commended for his services. Thanks.

Doris M. Henry, Widow of Roy Henry

They were very professional, helpful, courteous. They helped make suggestions that were very helpful to the family. Nate was very honest and up front. He made himself available to us to call or ask questions anytime. He served in a capacity that was exemplary.

Your facilities were very clean and warm feeling. The size to handle a lot of people. From the door greeters to the care takers, everyone did a professional job. They were very compassionate and understanding of our grief. Your staff did an outstanding job. Many people commented on your staff and the services you offered. Nate took care of everything. He took a lot of the burden off of us.

I'd recommend you to anyone. We plan on having our arrangements done there.

Nate worked hard with the Florida authorities to get Mother & Dad back home. He went over and above what other directors would have done. He kept us informed with what was going on. He did an excellent job making their bodies presentable enough to have a viewing. Family and friends needed closure. He tried to prepare us for the worse, but did his best to help us in everything. He took the time to distribute a lot of the extra flowers to nursing homes and hospitals.

Thank you for hiring such an excellent staff! We received friends and family for almost 6 hours (even though it was only supposed to be 3) and your staff was very gracious and courteous to us. Thank you!
The little extra things were very nice too-the book, the laminated obituaries, the service folders, the thank you cards, you mailing those cards for us, etc. We got a lot of good comments on all those things! People were impressed and so were we.

Tom Zirkle, son of Floyd & Naomi Zirkle

Your staff was most professional & caring in all respects. Mr. Nathan Ray, in particular, was outstanding. He allowed us time to grieve, to commiserate and prodded us when we needed prodding – all with care and compassion. Well Done.

Charles Stackhouse, Widower of Merry Stackhouse

Nathan was a great help and comfort to us in this difficult time. He was all of the above and more. I was very confused and in tremendous grief and Heffner's made it very dignified and the pre-arrangement and the funeral director Nathan made it a little easier. I would definitely refer Heffner's to others.

Rozella M. Eisenhower, Widow of Chauncey

I felt at ease knowing everything was taken care of. Nate was very informative about everything. We did not need to do anything except what he asked us to do. Thank you for putting the Crone family at ease. God Bless.

Trevadell M. Landis for Wilmer A. Crone

Nathan and the staff were very understanding & courteous. Everything that was requested Nathan honored. He went above and beyond his duties.

Justina K. Heffner, Widow of Donald

Nathan Ray was so helpful in our time of sorrow. He listened and answered my questions. Very thoughtful to my mother & my family.

Faye Rinker, daughter of Robert Spangler

Nate went above and beyond the call of duty. No one has been as helpful or as sweet as you have been. My Mother was deeply impressed by you and that is not easy to do. With sincerest gratitude,

Stephanie Watson & family of Philip Watson

Nathan was a god sent to us in our time of sorrow, we will always be thankful for his understanding and compassion.

John Evitts, Widower of Charlean Evitts

Nate did an EXCELLENT job.

Norman R. Rogers, son of Dorothy Rogers

We were very comfortable with Nate. He always returned our calls promptly & was very helpful. The service that was provided was very comforting to our family.

Terry Koontz & Yvonne Ness, daughter and Widow of Austin Ness

The entire staff that interacted with me was very helpful and presented themselves in a professional manner. Nate was especially helpful and very professional in handling my entire funeral experience. He was flexible and added a personal touch during a difficult time.

Steve Beichler, Widower of Suzanne Beichler

Everyone was so helpful and nice. Nate was exceptional. Thank you all.

Linda Harper, Widow of Robert Harper

Nathan Ray gave the family a relaxing and supportative event. We are well pleased with his work and support.

Harry Shermeyer, Jr., brother of Carl Shermeyer

Nate conducted himself in a very professional manner, any additional arrangements that had to me made were done as quickly as possible with as little burden to me as possible. I already shared this with Nate, but he did an excellent job. I would recommend him to anyone.

Steven P.Wilson

Nate and Todd were both caring, compassionate professionals. Please let them both know that even in the midst of such emotional upheaval, a kind touch, a warm hug and a genuine smile of comfort are appreciated! Several of my relatives and close friends have said that Dave's service is "exactly what I'd like to have when it's my time". That's high praise, indeed.

Kathi S. Rogers, Widow of David Rogers

Nathan was very professional & helpful. Also made us feel comfortable at an uncomfortable time in our lives. – professional & helpful staff - beautiful building & atmosphere.

Carla Werner, Widow of Ray Werner

Would you refer us to others? Yes. The staff always went above and beyond what was asked. Nate came in on his day off to help us with a CD we were having trouble getting to play. Everyone was sincerely interested in attending to every detail. "You have changed my mind about my final arrangements." Thank you.

Suzanne Thompson, Daughter of Fern R. Hamberger

Your comments about our staff: Everyone was very accommodating. I especially appreciate Nate's help during this difficult time.

Gregory L. Coeyman, Brother of Jody L. Coeyman

Your comments about our staff: Nathan was amazing. He was so caring to our needs.

Lisa A. Fetrow, Daughter of Isabelle M. Musser

Your comments about our staff: You went above and beyond the call of duty. Betty, Nate and the receptionist in Red Lion were all amazing and continue to help us in any way possible.

The most important reason for selecting us: My Dad always said to go to Heffner when he passed away.

Debra A. Church, Daughter of James E. Uffelman

Your comments about our staff: The office staff was very kind and did a beautiful job Also, Nate Ray was amazing with his kindness and attentiveness to our every need. He was very personable. His service was outstanding and over the top!

Would you refer us to others? Yes. The funeral home is beautiful and calming. Everyone was friendly and very accommodating to our family needs.

Patricia A. Stern, Widow of Thomas E. Stern

Your comments about our staff: The funeral director, Nate, could not have been any nicer. Very helpful! Everyone is professional and helpful. Great team.

Would you refer us to others? Yes. Definitely!

Mrs. Linda Olphin, Niece of Pauline M. Gohn

Your comments about our staff: All of the staff that we worked with were very nice. We especially appreciated Nathan Ray's cooperation and effort. He was able to accommodate us for the date we requested and we were very pleased with everything he did for us. Thank you so much.

Name Withheld by Request

Your comments about our staff: Nate made us so comfortable and was so understanding. I'm a firm believer that there is always something good in every bad thing if you only look. Well, we didn't have to look much since such a sad time was handled so well by the staff that we felt good in that sad time. Thank you.

Would you refer us to others? Yes. I've been to many services at your place in Red Lion and have always thought it to be a very good place—calming, caring, etc. When I came in to pay for Ronald's funeral, the lady was so very nice. It was like talking to a family member. Everyone was great down to the sweet man that was enduring the awful cold to park our cars.

Courteous *
Sympathetic *
Comfortable *
Spotless *
Warmth *
Dignity *
Respect *

Excellent in every aspect.

Mrs. Michele D. Sechrist, Widow of Ronald E. Sechrist

Your comments about our staff: I would especially like to thank Nate Ray for his wonderful service to us. He did an excellent job and made this difficult time easier.

Ms. Beverly Flinchbaugh, Daughter of Frederick S. Flinchbaugh

Your comments about our staff: Nate did an excellent job. He made my sad loss a lot easier. Thank you Nate and Heffner's.

Peggy S. Snyder, Niece of Velma E. Myers

Your comments about our staff: Very helpful and warm staff from planning to finalizing. I have been to other funeral homes and your facility and staff are at the top. Nate was always very pleasant and warm.

Would you refer us to others? Yes. Very pleasant, relaxing atmosphere, clean and comfortable.

Nancy Bahn, Daughter of Dorrine L. Smith

Your comments about our staff: Could not have asked for better service. In every respect, Nate Ray handled our needs to the utmost.

Anita A. Butcher, Widow of Jonathan L. Butcher, Jr.

Your comments about our staff: Nathan did everything for us in his kind, friendly, efficiently professional way and helped beyond funeral arrangements. The whole family thanks him!

Would you refer us to others? Yes. Both places are lovely, the staff great in every way.

Janet L. Sipe, Mother of Elaine K. Slick

Your comments about our staff: !!!Excellent!!! Nate and his staff made our family feel very comfortable considering the circumstances.

Would you refer us to others? Yes. Definitely. Nate and the entire staff were excellent.

Mr. John A. Markey, Son of Evelyn M. Markey

Your comments about our staff: Nate, Louella and Megan were wonderful.

Joanne E. McDermott, Daughter of Daisy G. Rexroth

Your comments about our staff: Nate Ray was absolutely exceptional, showed genuine care and concern for our family. We worked with Nate a few years ago and will continue to recommend him highly.

Would you refer us to others?: Yes. We have already referred your services to others. Everyone on staff was courteous, helpful and kind.

Ellen J. Gibb, Widow of William M. Gibb

Your comments about our staff: With warm appreciation I would like to extend my thanks for the wonderful service. Every one of the staff is excellent – Nate Ray is very personable and he goes the extra mile with his clients. I appreciate all the advice and support given at this difficult time. Every one of the staff is very professional, extremely knowledgeable, great personality, shows compassion, educates clients, and displays strong communication skills. Thanks again for everyones helpfulness.

Name Withheld by Request

Your comments about our staff: I dealt with Nate at your Red Lion location. He made what was a very difficult time much easier. He was great to deal with. The service went smoothly and was a wonderful tribute. My sincere thanks to Nate

Name Withheld by Request

Your comments about our staff: Nate was sincere, always professional and tactful. He didn't rush us at our pre-memorial service meeting and he gave excellent suggestions to prepare Dad's obituary. He went out of his way to help the day of the service.

Would you refer us to others?: Yes, Olewiler and Hefner expertly assisted with making the arrangements for Dad's memorial service and handled many other important details associated with the loss of a family member.

Additional Comments: We appreciated and did not expect other, what we considered to be "extras" Based on our experience, we believe Olewiler and Heffner to be at the forefront of providing the very best funeral and crematory services. Thank you all,

The Shaull family, for J. Robert Shaull

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

Your comments about our staff: Nate and your whole staff treated our whole family with warmth and respect, and they were very caring with our five-year old granddaughter, who loved her Papaw dearly. Your staff was so kind to her. Thanks so much.

Rosalie A. Grim, Widow of Dale L. Grim

Your comments about our staff: Nathan Ray was very helpful. He was professional, courteous, friendly and knowledgeable.

Would you refer us to others?: Yes, your funeral home is very attractive. Your staff is very professional. You were able to anticipate and meet our every need.

Sandra Knaub, daughter of Ruth I. Unger

Your comments about our staff: All staff was absolutely outstanding – everyone we had contact with was wonderful.

Would you refer us to others?: Yes; professional staff – ample parking – beautiful building.

Additional comments: I will never be able to say enough on how great Nate was – there was nothing else he could have possibly done any better. I will recommend him to everyone! It was a pleasure to have him help us though his time.

Mr. & Mrs. William Thompson, the parents of Justin D. Thompson

Your comments about our staff: Nate was very accommodating and polite and took very good care of our family needs. I would highly recommend him!

Georgianne Boswell, daughter-in-law of Geraldine N. Boswell

Your comments about our staff: Nate was terrific. Efficient, laid back, considerate, and friendly.

Would you refer us to others?: Facility and staff were both excellent.

Name Withheld by Request

Your comments about our staff: Outstanding.

Additional comments: Nate Ray was very personable, and at the same time, professional. He was a great help.

Name Withheld by Request

Your comments about our staff: Nathan did a good job. The office staff was very helpful as well.

Nancy Zeigler, daughter of Miriam H. Young

Your comments about our staff: Nate is a wonderful person.

Would you refer us to others?: The staff is so nice and the location is great.

Betty Rehmeyer, daughter of Robert E. Miller

Your comments about our staff: Both Nate and Todd were very helpful, both in pre-planning and the funeral.

Would you refer us to others?: Everyone went out of their way to help us get through everything at this difficult time.

Delores Chronister, daughter of Bertha I. Collins

Your comments about our staff: We found Nate to be very helpful and professional. There is nothing that we were not satisfied with and nothing we would have changed.

Beth Barbato, daughter of Donald G. McCabe

Your comments about our staff: Your staff went above and beyond to make sure everything was as we had wanted. Nate was very caring and compassionate throughout the whole process, and for that, I am very appreciative.

Sharon Craley, Widow of Kevin L. Craley

Your comments about our staff: Nothing could ever prepare a parent for the loss of ones child. Nate gently guided us through this process with his kindness, compassionate understanding, and professional manner.

Barbara Silknitter, Mother of Corey D. Stough

Your comments about our staff: Your staff was very professional and thoughtful when they arrived to pick up the body, and Nate was very pleasant to work with and made all efforts to accommodate family members from out of town, to view the body, and meet our needs! Thanks very much!

The Boswells for Howard W. Boswell Sr.

Would you refer us to others?: Very respectful, patient, and caring. Mr. Ray is a wonderful part of your organization. I cannot thank him – as well as all supporting staff – for the kindness extended toward myself and family. My husband was treated with dignity and respect – thank you so very much from the bottom of my heart.

Additional comments: No matter how aware you are that your loved one is ill, you are never really prepared for that long goodbye. In my case, David seemingly had come through so much that, to be honest, I was just not prepared emotionally at all. I called you first, even though I have lived in Red Lion for 28 years and am aware of the other funeral homes here in the borough. Why, you might ask. In our little lives, every second Wednesday of the month we would go the USPS to mail our mortgage payment as we had counted down to two years to months left, when David died. One time you were burying a police officer who had died of cancer and it was a beautiful motorcade. Then, not long after that, a gentleman who came almost daily to the Senior Center – where I volunteered – passed away. I wanted to pay my respects and Dave was with me so he came in. It was so nicely done. Not kidding even a little bit; and Mr. Ray and the staff answered all my questions and will probably continue to as they arise. We certainly weren't your biggest customers this year, but I certainly felt like I was the most important. I trusted you to care for the man I have loved so deeply over almost 40 years and you did not let me down. With sincere appreciation,

Elizabeth Williams, Widow of David Williams

Your comments about our staff: Nate was my guardian angel throughout the process. We started this journey over two years ago, and it was Nate's patience, kindness, and stepping out of the box to assist me. I am filled with much gratitude towards him.

Would you refer us to others?: It would be an honor for me to be a reference for your service.

Additional comments: Nate, you were my guiding light when I was stumbling through the darkness. Mother would have been proud of us because, together, we fulfilled every one of her wishes. God Bless You and Best Regard.

Judy A. Mundis Stephen, daughter of Lenora Mundis

Your comments about our staff: Staff very professional and caring. Nathan was very accommodating and helpful.

Would you refer us to others?: I was pleased with the services you provided. I was really thankful that we had preplanned and prepaid. It was so nice not to have to face those decisions at the time of my husband's death.

Joyce Horning, Widow of Stanley L. Horning

Your comments about our staff: Nate was very courteous and helpful. He made my Dad feel as comfortable as he could in this hard time. Thank you.

Joyce Daryman, daughter of Carolyn D. Smith

Your comments about our staff: Wonderful is all I can say! We dealt mostly with Nathan Ray and I can't say enough about him.

Additional comments: Nate came to our house the very next morning after my son's death. At first I thought he was very young. But in the end, I learned that age means nothing in your business! Nate was kind and knowledgeable. Even though I thanked him over and over, and he insisted it was "just his job", I realized that it takes very unique people to do your jobs. Thank you all for doing your "jobs".

Vicki L. Bode

Your comments about our staff: Nate and everyone I dealt with were very professional.

Jeffrey Hersey, son of Dean Hersey

Your comments about our staff: Nathan was wonderful; a very caring and compassionate person. He was a delight to work with. An overall really nice guy!

Carroll Good, Widow of W. Allen Good

Your comments about our staff: Nate was very helpful and a pleasure to work with – I have known Todd Eckert for many years and was confident that our service would be of superior quality. All staff members that we worked with were professional and helpful.

Jennifer L. Anderson, daughter of Miriam L. Anderson

Your comments about our staff: Nathan Ray is A+ to our family.

Name Withheld by Request

Your comments about our staff: Nathan Ray and the office staff were very kind, helpful and comforting during this most difficult time.

Donna J. Leiphart, Widow of Craig Leiphart

Your comments about our staff: I felt as though I was among very close family. They were sympathetic and caring in tending to my every need/concern. (I wanted to take Nate home with me.) And my feelings were just as high for Sandy & Louella. You should be extremely proud of your staff.

Would you refer us to others? My step children (4 of them) have already expressed their desire for your establishment to handle their final arrangements, as well as me!

Joan Loucks, Widow of James Loucks

Your comments about our staff: Matt was great and so were the ladies in the office. The pictures were great and everyone was very helpful. Nate did a good ob also for the service on Friday – he kept things moving smoothly.

Would you refer us to others? My Grandmother's service and my Husband's uncles service were held at the Red Lion office. Everyone is very nice, helpful and very accommodating to help tailor a service to the individual.

Roxanne Snelbaker, daughter of Emory Swartz Sr.

Would you refer us to others?: Absolutely. Nate was truly wonderful! Things went smoothly and nothing was too much trouble for him.

Nancy Taylor, Widow of W. Eugene Taylor

Your comments about our staff: Can't say enough about their help – outstanding! First experience with a death so close to them.

Most important reason for selecting us: I was there for two previous services and was impressed.

Would you refer us to others? Nate was very considerate, very helpful and understanding.

Marlene Morton, Widow of James T. Morton Jr.

Your comments about our staff: Nathan was very helpful, courteous and very professional. He was great. In fact, everyone was just wonderful. Also your recommendation to use Pastor Starr was excellent. He did a wonderful job.

Would you refer us to others? In my mind, Heffner's is the best. Many good comments were expressed about the beautiful services; both my Mother's and my Brothers.

Judy M. Willis, daughter of Arlene Schrom

Your comments about our staff: We worked with Nathan Ray throughout the time at Olewiler and Heffner. He couldn't have done better if he tried. I liked him very much as did both our daughters. He helped us get through our time of need. He was a very big part of the whole service before and after. I can't say enough about him. He is one in a million.

Would you refer us to others?: I would have to tell anyone in need of these services to come to you. Everyone did a great job and that made it much easier. They were very helpful. It meant a lot in our time of sorrow.

Helen M. Rineholt, Widow of William A. Rineholt

Your comments about our staff: Nathan was outstanding. During a time when our emotions were all over, he was understanding and compassionate.

Daughter-in-law and son of Alan H. Sechrist

Your comments about our staff: Nate worked with me and he was unbelievable. The nicest, gentelest person I have ever met. They don't get any better than Nate.

Would you refer us to others?: Absolutely! Where I live in Florida, I had to do this with my husband eight months ago – was not a very pleasant or comforting experience at all. I told my co-workers I wish you all were down here.

Norman Pennington, daughter of Dorothy Saylor

Your comments about our staff: Nate went above and beyond. Very understanding and helpful from beginning to end. Excellent!!!

Kevin McGarry, POA for Margaret Boyd

Your comments about our staff: Everyone was polite, courteous, and sympathetic during this difficult time. When I came back to finalize everything, Sandy (secretary) and I had a very comforting talk, which I needed.

Would you refer us to others?: The whole planning process was done with much respect and dignity. My Mother looked so nice; my compliments to your hairdresser and make-up person. Everything was done professionally and I thank you very much.

Additional comments: Nathan Ray, my funeral director was very helpful, polite and treated us with much kindness. Not only talking at the home, he called me several times to see if I had any questions or concerns. I appreciated all the "caring" he showed. Again, I am thankful and appreciate everything that was done for us during this time of need. Sincerely,

Karen Johnson

Your comments about our staff: We were very pleased with the services provided, especially with Nathan Ray, and with the gentlemen that came to pick up the body. They were very professional in doing a difficult job. Thank you for that kind consideration.

Randy Craley, son of Ruth M. Craley

Your comments about our staff: Nate is the best!!

Would you refer us to others?: Outstanding service, etc. went very well; I wish I lived in Red Lion.

Robert B. Norris, Executor and best friend of Robert E. Snyder

Your comments about our staff: Nate was wonderful. All the staff was kind and very sensitive to my family and our situation.

Would you refer us to others?: I could not have asked for a more courteous staff. Attention was paid to every detail, many I had not even thought of. Thank you.

Deborah Dickmyer, granddaughter of Esther A. Beaverson

Your comments about our staff: Nate did an excellent job in all the arrangements. I appreciated his sincere thoughtfulness through such a tragic time in my life.

Linda Thomas, mother to Marc Weathersbee

Your comments about our staff: Nate was extraordinarily professional, compassionate and patient. Thank you.

Name Withheld by Request

Your comments about our staff: Nate was very helpful & professional.

Larry Ward, son of Maurice Ward

Your comments about our staff: Your staff did a excellent job. My family felt very comforted. Nate did a very good job with everything. We would like to thank you so very much.

Mark K. Nace, son of Wilbur L. Nace

Your comments about our staff: We could not have asked for a better person than Nate. He was fantastic! In fact, around April, I am planning to pre-arrange for myself & I don't know whether this is part of Nate's job, but I request to have him take care of this for me.

Joan L. Wise, Widow of Glenn L. Wise, Jr.

Your comments about our staff: Everyone was great to us. Even though we did not have to pick everything out for Mother, it still was very hard and Nate, who was our funeral director, was great. He was there for our family anytime. We want to thank you for everything.

Norma Boyd, daughter of S. Mardine Rineholt

Your comments about our staff: Nate Ray & Louella Stough were great people to deal with. They were very understanding & always there for you. Keep up the great work. Deb

Deborah H. Boyce Widow of Gerald O. Boyce

Your comments about our staff: Each and every one of the staff at Heffner's was very professional and at the same time made our entire family feel like we were their family. The service was absolutely wonderful under very trying circumstances.

Would you refer us to others? Yes, most definitely! I have already, and will continue to do so, highly recommend your services.

Additional comments: Ernie, You can be very proud of your staff and facility!! The staff would always foresee any need we might have, and take care of it immediately. We were absolutely more than happy with all involved, and especially to Nate. He was most thoughtful and compassionate.

Gwen King, Widow of Tom King

Your comments about our staff: Nate, acted very professional, and helped without being pushy.

Shirley Bray, Widow of Donald L. Bray

Your comments about our staff: Nate was really excellent with my Mother. It was nice the other man "Butch" was originally from my parent's hometown because that made my Mom more comfortable.

Would you refer us to others?: My Father had selected everything for his funeral, and it was just as he had planned. We really appreciated the tape you made of our celebration of his life service. That was a pleasant surprise.

Sandra McElwain, daughter of Emil a. Kabat

Your comments about our staff: Can't think of anything else they could have done. In fact, Nate covered things we hadn't considered.

Sue E. Nace, Widow of Samuel N. Nace

Your comments about our staff: Nate was wonderful to work with – he was very patient & kind. He was informative & accommodating.

Would you refer us to others?: We know Ernie personally & would recommend you to all of our family & friends.

Raquel Jeanmenne for Michelle Wagner

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

Would you refer us to others: It's a pretty place & everything was handled in a professional & helpful way & I felt comfortable with the staff at this time in one's life. I felt at ease. Nate was very helpful & easy to talk to.

Donna Orwick, Widow of Byrd Orwick

Your comments about our staff: Nate was very courteous, professional, sympathetic and helpful in meeting our needs in this stressful time.

Sandra Smeltzer, daughter of Emily Smeltzer

Your comments about our staff: Nate did a super job and handled all our needs. Thanks.

Robert E. Miller, son of Elizabeth M. Miller

Your comments about our staff: Nathan Ray & staff are assets to your business. Very courteous and sensitive to our needs.

Would you refer us to others: Positively.

Jean Shenk, Widow of Earl K. Shenk

Your comments about our staff: Nate & his staff: Very professional, warm, understanding & treated us as he would his own family. The reason we continue to use Olewiler & Heffner at our time of need.

Dick Grove, son of Doris E. Grove

Your comments about our staff: Nate was very compassionate & nice to us.

Karen Leiphart, daughter of Cathreine A. Waughtel

Your comments about our staff: Excellent job. Nathan Ray did an amazing job. We appreciate his professionalism and kindness.

Russell Warning, father of Chloe Warning-Wheeland

Your comments about our staff: Nathan Ray is an asset to your company. He made a difficult time in our lives, very comfortable, and was very accommodating in all of our wishes. Thanks Nate! The entire staff went out of their way to make us feel special. Thank you!!

Would you refer us to others?: We were well pleased with everything.

Joan Mittel, Widow of Dale Mittel

Having to plan a funeral for your loved one is one of the hardest things you can do. Nate was especially kind and compassionate to us. He was very professional and I thought our service was especially nice for my mother. Everyone was so nice to us at Heffner. I would recommend your funeral home to others. Sincerely,

Sharon Schultz, daughter of Mrs. Leola Brenneman

Nathan Ray was outstanding and a pleasure to work with.

Name Withheld by Request

Everyone was so nice at such a bad time for us. Your staff was just great. We had Nate and he was wonderful. I can't thank him enough.

Would you refer us to others: Yes, because I loved everything about the funeral. You did everything we wanted and more. Your staff are wonderful. We had the funeral at the fire hall where Walter spent a lot of his time, 35 years or more. He would have loved it.

But then I guess he saw it all. Thank you so much; it was really nice. Thanks again.

Mrs. Walter Winemiller, Widow of Walter Winemiller

Mr. Nathan Ray was very helpful.

Martin T. Fischer, son of Phyllis C. Fischer

Nate Ray does a wonderful job. His calm manner and respect for others help us in our time of grief & sorrow. Sandy called to offer her help with the insurance forms. The wonderful ladies in the office were very professional and patient.

Mrs. Janis L. Donley, Widow of James R. Donley

I cannot begin to tell you what a wonderful staff of people they are. From beginning to end they <u>all</u> went over and above all expectations. I and my family cannot thank them enough for all they did for us. We felt like they too were part of our family. This was a first time experience for us and they all made it so easy. Thank you!!!

The overall appearance of the building. The professionalism & personal attention – we could go on and on. No complaints here. You have achieved everything you wanted "serve with a courteous, sympathetic staff in comfortable <u>spotless</u> facilities and treating people with warmth, dignity & respect"

Todd & Louella were two of the people we talked and met with most. You've got 2 awesome people there!!! Keep up the great work!

We thank you for making this very difficult time a bit easier. I forgot to mention Nate. He too was there from beginning to end assisting us and our needs. Thank you Nate. But again – the <u>whole staff</u> was just awesome!

Tara Stanard, daughter of Thomas Paules

Nathan, We want to take the time to thank you for your help with the planning of the funeral arrangements for Samuel Silar. Arrangements had to be made with short notice. Your assistance and professionalism was greatly appreciated. All went well. Thanks again. Sincerely,

Carl & Carol Belcher

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

Staff was very good in all their services especially Nathan J. Ray a man with a heart.

Mr. Laverne E. Hostetter, son of Gertrude Hostetter

Nate did a great job! I would ask for him, if needed. Your facilities are great. You must have done too much thought to make them not look like a funeral home.

Michael Dipper, son of Shirley F. Shenberger

All your staff were extremely helpful in all aspects of conducting the funeral. The family was extremely appreciative. Nathan was exceptional help to me and our family. A special thanks.

You have a very professional organization and team in place. You made the family look good and minimized the amount of involvement we had in planning and executing the funeral arrangements.

Gary L. Kline, son of Charles P. Kline

Nathan, did an outstanding job. This is a very difficult time & he was a real Pro. I really appreciated his professional manner.

Rex E. Rudy, son of Ruth G. Rudy

Nathan was a joy to be around and to handle the arrangements for my mother's funeral service. There was a problem locating one of her pastors and he was very dedicated in getting a reply about their service at the funeral. I appreciate his extraordinary efforts.

The Mortuary in Red Lion is a very beautiful place to hold a service for a loved one. The staff is excellent!

Gwen Hildebrand, daughter of Eleanor L. Grove

Nate Ray did a wonderful job. He was so kind & considerate to our every need & was so helpful in answering our questions. He made a sad time so much easier in always. Everyone who helped him will were compassionate & respectful and we say thank you to all. We would of course refer you to anyone who asked. Our whole family in PA expressed how nice they thought your funeral home had done for us.

Jim & Shirley Smith, son of James R. Smith Jr.

Nathan Ray took us step by step, on all the arrangements and handling of Viola's funeral. He called me several times, to see if I had any questions. The ladies in the office were also helpful. Any questions I had they helped me, & I called several times. As I was on the way to make the funeral arrangements, I was thinking of all the things I had to do, order flowers, call the cemetery, etc. When I got there, & talked to Nathan, he did all that for me. This lightened my burden & could focus on my family's grief.

Theresa Adams, niece of Viola Slaseman

The staff was wonderful. Nathan was polite and so compassionate.

Sylvia B. Heffner, daughter of Harvey Warner

Nate, was really great. The service was excellent, and he was made up to look so natural (my Father). I would recommend your services to anyone. Thank you so much!

William E. Young, Jr., son of Wm. Young, Sr.

Everyone on your staff was exceptionally courteous & considerate to our family during all of our dealings with you from phone calls, to making the arrangements, to the funeral. Nathan was especially understanding & helpful. Your entire staff left us with a feeling that you truly cared & shared in our loss with us. Your caring meant a lot to all of us. We especially like the new life story folders that you put out & received many favorable comments from friends and family.

Viola Boyd, Widow of Donald E. Boyd Sr.

Nathan was tremendously helpful and understanding through my difficult time. He went the extra mile for me and my family and gave my mother a wonderful send off and peaceful setting.

Andrew Gray, Jr. son of Stephanie Gray

Our family felt that Nate went above & beyond with every aspect of the funeral. He was extremely courteous & friendly & made the entire process & day as comfortable & easy as it could be. He did a wonderful job. Thanks so much Nate!

Teresa Laurie, daughter of Barry L. Garman

Your comments about our staff: Nate and Betty Frey were excellent help for me and my family.

Would you refer us to others?: All I can say is Nate and Betty are the greatest. Betty will be back to see me and I will make pre-arrangements for myself when that time comes. Thank you.

Elizabeth Slick, Widow of Leroy J. Slick

Your comments about our staff: I think your staff did a great job. Nate couldn't have done more if he tried. Thank you.

Dorothy Taylor, Mother of Randall Anderson

Your comments about our staff: Nathan was a comfort to us all and helpful with the planning of Mom's funeral arrangements.

Would you refer us to others?: It was a blessing to find affordable cremation services.

Mildred Crow, daughter-in-law of Bertha A. Crowe

Your comments about our staff: Nate was exceptional.

Would you refer us to others?: Nate was polite, friendly and professional.

Carol A. Simpson, Widow of Donald C. Simpson, Jr.

Your comments about our staff: Staff was excellent.

Would you refer us to others?: Felt like attending family members.

Additional comments: I was very pleased with the staff and services. Jim Winter was wonderful helping me up and down the final resting place, as I knew he would. I've known him for some time, and also Mr. Beaver before his passing. Again, I wish to thank your staff for everything they did. The communication between staff and family's funeral director was wonderful-Nathan Ray.

Bonnie Brubaker for Charles Brubaker

Additional Comments: On the behalf of my entire family, I cannot express just how helpful our entire staff was during this difficult time. Nate was exceptional at his job, and it takes a very special person to do what he did. We were all pleasantly surprised, by all the extra things included in the package. The beautiful book, flower seeds, bookmarks and then paying for postage on the thank you cards. Both Nate and Jim made us feel as though they knew our Mom. Dad and I talk daily about just how beautifully healthy Mom looked in the casket and that is how we will remember her. We are not in a rush to use your services again, but my entire family talks about coming back to you. We tell everyone how helpful and inexpensive you were. I also liked how everything was under one price. The flowers, death certificates, casket, DVD, etc. Thank you all for making our Mom feel so special!

Joy Shenk, daughter, and Willard Arter, Widower of Janet R. Arter

Your comments about our staff: All our questions were handled by Nathan J. Ray; and all requests honored.

Would you refer us to others?: Yes, Excellent and professional service.

Ken Myers, brother of Sharon R. Myers

Additional Comments: I have used your services twice in the last six months. Both times the services were professional and exceptional. Your representative that we dealt with was Nathan Ray. He was very helpful and caring during this time. Thanks again,

Ken Myers, son of Ferne R. Walker

Your comments about our staff: Everyone was very professional. Nate was a blessing!

Barbara Schrum, Daughter of Carolyn Crowl

Your comments about our staff: Nate was very patient and accommodating to our needs.

Pamela J. Topper, Aunt of Amanda G. Forgas

Your comments about our staff: We were so lucky to have Nate handle all of the services. We cannot say how grateful we were for him. He does such a great job with everything he does. Thanks to all your staff – they were all great in our time of need.

Would you refer us to others? Yes. Nate explained everything and did all he said he would and more. Thank you.

C.W. Shifflett, Jr., Son of Clarence W. Shifflett, Sr.

Your comments about our staff: Nate was wonderful. He handled our services very professionally and tried to accommodate us the best he could. Thank you to everyone that helped at my aunt's service!

Mrs. Jennifer R. Rhoads, Niece of Mabel A. Sheaffer