5-Star Google review was received from Mrs. April O'Donnell, daughter of the late Mrs. Crystal Smith. Services were arranged by Todd Eckert via our Red Lion chapel.

We were very pleased with Olewiler and Heffner Funeral Services. Todd Eckert took the time to answer all of our questions and went above and beyond to ensure everything went smoothly on the day of my mom's service. We truly appreciated his care and attention to detail and are so glad we chose Olewiler and Heffner Funeral Services.

April O'Donnell

Text message received from Mrs. Deborah Shipman regarding the passing of her father, Mr. Larry Love. Services were arranged by Todd Eckert via our Lewisberry funeral home.

We appreciate all you did for our family during this difficult time for us. You helped us with everything we needed and had to decide/pick, and EVERYTHING WAS ABSOLUTLY BEAUTIFUL. We will be using Todd for every future death that our family has. He was so caring, knowledgeable and on top of things for all of us. Everything they gave to my mom and us was so beautiful and heartfelt. The guest book was full of memories and was more than we could ever have asked for. Todd did a phenomenal job with everything from planning, church service, parking stuff, burial at the Gap and all the stuff after all said and done. We will be passing Todd's name and card on every opportunity we can. We can't thank Todd enough!

Deborah Shipman

Your Comments about Our Staff: Kindness, helpfulness, professionalism and support.

Would you refer us to others? Yes. The staff was very kind and helped us throughout every step without rushing us. Everything was clean and the funeral director answered all our questions clearly. Todd Eckert treated our family with great respect during a very hard day.

Faye D. Rinker, Widow of Gary W. Rinker, Sr.

Your Comments about Our Staff: Your staff were very respectful, kind, and did a great job. Todd was GREAT. He helped me a lot in all the services I asked him about. He really helped me get through a tough time and made me smile. I have recommended your funeral home to lots of friends.

Would you refer us to others? Yes. Already have told many. I feel your funeral home is great!! And also, your staff is great!! Loved working with Todd!!

Brenda R. Love, Widow of Larry W. Love

Your Comments about Our Staff: Everyone on your staff was very kind and helpful. Todd handled all of the planning and details making the process as stress free as possible. Allison took all of our stories and put them together into a wonderful service honoring mom. The Tastykake's were a perfect touch!

Would you refer us to others? Yes. I thought that your staff helped us through a very difficult time with thoughtful kindness. I would refer you to anyone in the same situation.

Cindy Seaman, Daughter of the late Victoria R. Bowman

Your Comments about Our Staff: Although my aunt pre-arranged several years ago, there were things to go over. Everyone at Olewiler & Heffner was professional, answered all questions. Todd is an asset to Olewiler & Heffner.

Name Withheld by Request

Your Comments about Our Staff: Where do we start? Scott and Todd were both fantastic. From start to finish; they were both helpful, compassionate and made the hardest time of our lives a little easier. Thank you from the bottom of our hearts for going above and beyond. We deeply appreciate the respect and dignity with which you treated our family and our dad.

Would you refer us to others? Absolutely! We will pass your name along whenever we can.

Additional comments: I would like to thank Scott and Todd for all they did for me and my family during this hard time. From the beginning we were made to feel comfortable and guided through hard decisions. I always thought Don was being treated kindly and with respect, I deeply thank you for that. The service at Zion Lutheran was exceptional! Everything was taken care of and we never had to worry about a thing. Everyone there was friendly and helpful, made our family feel at ease. We loved the sign-in book with all the personal things about Don, beautifully done and made us smile. And the keychain with Don's image is the best! What a nice surprise. Again, thank you to all who helped us. With gratitude.

Diane Meluzio, Widow of Don Meluzio

5-Star Google review was received from Mrs. Joanne Colyer, a daughter-in-law of the late Mr. Ronald "Slim" Colyer. Services were arranged by Todd Eckert via our Red Lion chapel.

Todd Eckert served our family graciously during our grief. He was patient and compassionate with us and paid extra attention to detail as we did everything, we could to honor our father. Thank you.

Joanne Colyer

The day after her father's funeral, a 5-Star Google review was posted by Mrs. Ashley Janes, a daughter of the late Mr. Ronald "Slim" Colyer. Services were arranged by Todd Eckert via our Red Lion chapel.

During one of the most difficult times in our lives, the staff at Olewiler & Heffner treated our family with genuine care, compassion, and respect. They went above and beyond to make us feel that my dad was important and deserved to be remembered and honored in a meaningful way. Everyone was professional, accommodating, and incredibly personable. They made a painful experience much more bearable through their kindness and attention to detail. They took the time to make my dad look like himself, which meant so much to our family and helped us create a service that truly reflected who he was and how he will be remembered. A special thank you to Todd and the entire staff for their empathy, dedication, and support. We are deeply grateful for everything you did for our family. The care and respect you showed my dad, Ronald "Slim" Colyer, and all of us who loved him, will never be forgotten. Your efforts were truly appreciated and made a lasting difference during a very difficult time.

Ashley Janes, Daughter of Ronald "Slim" Colyer

Your Comments about Our Staff: Todd is absolutely wonderful!!

Nicole R. Renner, Daughter of the late Eugene A. Radel, Jr.

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

5-Star Google review was received from Mrs. JoAnne Beach, daughter of the late Mrs. Marjorie Johnson. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Todd Eckert and his team at Heffner Funeral did a superb job of guiding me through each step of my mother's funeral process. In a time of sadness and confusion, Todd promptly and professionally took care of every detail, patiently accommodating changes. I highly recommend Heffner Funeral!

Jo Beach

Your Comments about Our Staff: Todd and his team were excellent! Todd in particular was very gracious, responsive and professional, especially in responding to my change requests (flower arrangement, memorial card, etc.). He took great care in setting up the urn and flowers and my photo collage posters. Very quick in responding to my texts. Very grateful for all being taken care of so professionally on a sad and stressful day for me.

Would you refer us to others? Absolutely!!

JoAnne M. Beach, Daughter of the late Marjorie Y. Johnson

5-Star Google review was received from Mr. Brian Mann, son of the late Mr. John Mann. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Heffner Funeral Chapel did an outstanding job with the recent passing of my father. Being out of town, Todd made the entire process with the arrangement really easy and took care of all the transportation and setting up the service. He noticed details from my father's past and made suggestions for the honor guard at the graveside and other small details we did not think about. He even helped make restaurant recommendations for restaurants after the service concluded. I also wanted to thank Isabella for all her help the day of the service as well. She was very compassionate and made the day as smooth as it could be. Everyone in the Heffner company that we dealt with did a wonderful job for a hard time in our family.

Brian Mann

5-Star Google review was received from Mr. Linsey Staley, a son of the late Mr. David Staley. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Thanks to Todd and his team for their guidance and caring. They provided a very professional service from start to finish, answering all our questions, even some before we asked. We would definitely use them again.

Lin Staley

5-Star Google review was received from Mrs. Stephanie Wolfrom, daughter of the late Mr. Roy Jackson. Services were arranged by Todd Eckert via our Red Lion chapel.

Todd was fantastic. He helped make a very difficult time a bit easier to navigate.

Stephanie Wolfrom

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

Would you refer us to others? Yes. We would highly recommend the Heffner team to anyone requiring their services. Our recent experiences with them highlighted their dedication to being helpful, professional, and extremely respectful during a difficult time for our family. They clearly explained and identified all of the options available, and went out of their way to support our family. Todd Eckert in particular left us with no worries other than processing the loss of our loved one. We extend our thanks to him and the team.

Carol & Stephen Andersen, Family of the late Charles E. "Skip" Andersen

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: Todd was excellent to work with, kind, understanding and helpful. Everyone else that was involved was great.

Would refer us to others? Yes. I would refer you because everything went smoothly and was taken care of.

Lisa M. Jackson, Widow of Roy G. Jackson, Jr.

Your Comments about Our Staff: Todd was superb! He was extremely diligent and professional.

Would you refer us to others? Yes. We had a stillborn son in 1993. You helped us with everything and paid for everything except the plot and vault. We were so pleased with your help and concern that my parents decided to use your services.

Virginia Arslain, Daughter of the late Thomas S. Douthit, Sr.

Your Comments about Our Staff: The staff at the Red Lion location made my decision-making process stress and anxiety free. Todd and the staff answered my questions completely and explained each process in detail. They are a very good team.

Would you refer us to others? Yes. The staff knows and explained the process in easy-to-understand words. The guidance, for me, was necessary because I was unaware of the obstacles I faced. I definitely made the right choice with Olewiler & Heffner.

Dan B. Ried, Jr., Son of the late Betty S. Reid

5-Star Google review was received from Mrs. Sherry Grafton regarding the passing of her mother, Mrs. Laura Keesey. Services were arranged by Todd Eckert via our Red Lion chapel.

Todd and the entire staff were professional and truly helpful, bringing a difficult time a little more ease and peacefulness. I think they did a wonderful service.

Sherry Grafton

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

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

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

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

Sherry Grafton, Daughter of the late Laura E. Keesey

5-Star Google review was received from Ms. Vicki Grove, daughter of the late Mrs. Nancy Grove. Services were arranged by Matt Morris via our Red Lion chapel.

Losing our precious Momma was the most heartbreaking journey we have ever experienced however the sincere kindness, honesty and patience of Matt and Todd were so comforting and heartfelt it made a very challenging time a little more bearable. We highly recommend Matt and Todd and cannot praise these 2 enough for all of their attention to detail and for going above and beyond our expectations. There are no words to express our heartfelt gratitude for all that you both did for our family.

Vicki G.

Your Comments about Our Staff: Todd and Matt both deserve a 4+.

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

Ronald Grove, Widower of Nancy Ann Grove

Your Comments about Our Staff: Matt made the pre-arrangement process easy and was very helpful with answering questions. Todd really helped with the obituary and memorial cards/picture slide show. Everything looked beautiful and excellently organized. Thank you.

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

Would you refer us to others? Yes. Staff was very accommodating and friendly. I felt at ease knowing I could trust their reputation and the process with handing my grandfather's cremation. I was very satisfied with their service and the memorial products received; great keepsakes to honor loved ones. Great job!

Jessica Ward, Granddaughter of the late Roy L. Hanna

Your Comments about Our Staff: Majority of my communication was with Todd and Amy. They were very professional and empathetic. They took their time to understand all of our questions and concerns. The services provided on 12/2 were absolutely wonderful and full of blessings. “Our mother” and all the family were very pleased.

Would you refer us to others? Again, all the staff from beginning to end were wonderful. From the time our mother passed at Country Meadows, moved to the funeral home, conducted a peaceful viewing and ceremony at the home and cemetery and working with office staff/support was all handled with care! Thank you again! Our best to Todd and Amy!

Fred Artman, Son of the late Jane N. Artman

5-Star Google review was received from Mr. Ben Weitzel, a son of the late Mrs. Peggy Weitzel. Services were arranged by Liam Tomsic via our Kenneth Road chapel.

Choosing Heffner’s for my mother’s care was a no brainer after they completed excellent services for my family for decades. When I was suddenly and unexpectedly tasked with my mother’s final arrangements, Liam stepped in. He made the entire process from having Mom sent home to York, to the actual arrangement, incredibly easy. Liam was professional, yet human at the same time, helping us with a few laughs at a tough time. He was incredibly communicative and kept us in the know every step of the way, while creating an extremely personal send off for Mom. Every single person we interacted with including Liam, Ernie, and Todd were fantastic. Cannot recommend them enough. Thank you all!

Ben Weitzel

Your Comments about Our Staff: Everyone was very kind and helpful. I felt confident that everything was being taken care of with attention to detail.

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

Would you refer us to others? Yes, 100%! Todd and all the staff that we interacted with were attentive to our needs. It was a comfortable environment to do the planning as well as the service.

Dolly Wheeler, Daughter of the late Esther Cora Forgach

Your Comments about Our Staff: Never anticipated being put in the situation of planning my mother’s funeral at this age. I was overwhelmed and worried, however, Liam removed all of that concern by making the process easy and easy to understand (no fluff, just clear and timely communication). Liam is professional yet human at the same time, bringing compassion (and some laughs) during a tough time. He is a gift to your business!

Please check the most important reason for selecting us. Reputation, location, previous service and referred by family that has used you for years.

Would you refer us to others? Yes. Trustworthy, professional yet human, overtly communicative, clear and deliver a highly personalized touch on a quick timeline.

Additional Comments: Sincerest thank you, my experience with your team changes my perspective and thoughts around funerals. The service was beautiful and mom would have loved it, extremely personal. Also thank you to Todd for stepping in at the end so seamlessly!

Ben Weitzel, Son of the late Peggy J. Weitzel

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

Your Comments about Our Staff: Everything was perfect.

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

W*ould you refer us to others?* Yes. Todd Eckert did a wonderful job helping us plan for my husband's funeral cremation. He was very helpful at this difficult time and made everything less stressful. I would highly recommended Heffner Funeral Home.

Janet D. Smuck, Widow of Darryl L. Smuck

5-Star Google review was received from Mrs. Nan DeStafano regarding the passing of her mother, Mrs. Fayne Gross. Services were arranged by Isabella Elliott and Amy Favorito served as the celebrant via our Red Lion chapel.

My family and I had such a wonderful experience when my mom passed away. Everyone I had contact with was kind, caring and respectful of the difficult situation. My initial contact was with Todd. He couldn't have been nicer. After my brother and I had discussed the details of the funeral service and were leaving Isabella, the funeral director said to me, "I'll take good care of her." I can't tell you how much that meant to me. It made me feel better and comforted. I have tears in my eyes thinking of it. Our minister had extenuating circumstances and couldn't do the service. Not a problem, easily solved, we used Amy, who is a celebrant. She was lovely to work with, and the service was just what we wanted. It was a class act start to finish, so grateful to have had the professional support with such a considerate perspective. Thank you for everything you did for us, so very appreciated.

Nan DeStefano

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

Would you refer us to others? Yes. Our experience was flawless. Todd is amazing and an asset to your business. Thanks.

Name Withheld by Request

Your Comments about Our Staff: Todd was courteous and helpful. Responded quickly to messages.

Would you refer us to others? Yes. Courtesy of the staff and services offered.

Callie Gable, Fiancée of the late Travis A. Riggleman

5-Star Google review was received from Ms. Denise Smith regarding the passing of her stepmother, Ms. Faith Holden. Services were handled by Isabella Elliott and Todd Eckert via our Lewisberry funeral home.

Excellent Staff! Isabella and Todd were very respectful, knowledgeable and compassionate. Our loved one was presented to us in such a special way, she looked beautiful. I will certainly return for future preparations for my family.

Ms. Smith also posted a Facebook review in which she wrote the following.

Excellent staff. (Isabella and Todd are assets to your business.) Very informative, compassionate, and our loved ones were presented beautifully.

Denise Smith

Your Comments about Our Staff: Todd was wonderful to work with. He made things easy at a difficult time.

Would you refer us to others? After dealing with Todd, I would recommend him to others.

Kim Schmuck, Daughter of the late Dareen A. Angel

Your Comments about Our Staff: Todd and other staff were very kind, professional and helpful.

Would you refer us to others? Yes. I would tell others of the professional service we received.

Brenda Sitler, Widow of Rickie L. Sitler

5-Star Google review was received from Mr. Regan Fisher regarding the passing of his father, Mr. Lester Fisher. Services were arranged by Todd Eckert via our Red Lion chapel.

Even though it was a very difficult and emotional time, the staff made the planning process easy and stress free from start to finish. The team is very knowledgeable and professional. Todd was extremely helpful with my entire family and has followed up with my mother on several occasions.

Regan Fisher

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

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

C.J. Davis

Your Comments about Our Staff: I felt very comfortable with Matt and Todd during the initial consultation, from that point Todd was very helpful making any decisions. Todd kept the time that could've been difficult as pleasant and easy as possible.

Margaret Thacker, Widow of Thomas A. Insley, Jr.

Your Comments about Our Staff: Todd was very helpful when guiding us through this process (our first time).

Deloras Fisher, Widow of Lester L. Fisher

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

Would you refer us to others? Our most cherished love one was treated with dignity, respect, and gentleness. Mr. Eckert and all other associates were extremely professional and provided empathy and kindness at all times. We were pleasingly surprised by the extra gifts and service that came our way especially the lovely portrait which we will always cherish.

Harold E. Eichelberger, Widower of Nancy L. Eichelberger

Would you refer us to others? Yes. Todd went above and beyond to make Mom's funeral special and memorable. He did a great job with Dad's funeral last year and we were glad he was able to assist with moms.

Greg Coeyman, Son of the late Romaine V. Coeyman

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 Mr. Yong Shin regarding the passing of his mother, Mrs. Jae Shin. Services were arranged by Matt Morris via our Kenneth Road chapel.

You guys made our family very proud and dignified! Your attention to details was top notch and I would recommend your services to anyone. Thank you, Matt and Todd and all your staff, as well.

Yong Shin

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

Debra Slenker, Daughter of the late Virginia A. Trostle

Your Comments about Our Staff: Perfect. In the late seventies I purchased a certificate at a silent auction in York with the Sheltered Workshop, that was when I knew I was going to make my pre-arrangements. My family used Olewiler since 1950 and I thought everything was always so nice.

Would you refer us to others? Yes. My family used Olewiler since 1950 and continued after it became Olewiler-Heffner. I cannot remember anything being nothing but perfect, your staff is great. Thoughtful, kind and considerate. Todd Eckert was very kind and thoughtful. It gives me great pleasure to know my final arrangements will be everything I could expect. I have made them for myself and my two special needs sons. God Bless all of you.

Ruth L. Deller, Mother of the late Brian K. Deller

5-Star Google review from Mrs. Janet Potter regarding the passing of her 29-year-old daughter, Natalie Potter. Services were arranged by Todd Eckert via our Kenneth Road chapel.

The funeral for our daughter was exactly as we planned. Every detail was carried out perfectly and with professional expertise by Todd and his staff.

Janet Potter

Your Comments about Our Staff: Todd has helped us before with our son's funeral and parent's funerals; all were perfect. Natalie's service was exceptionally perfect. Many thanks to Todd and everyone who helped him.

Name Withheld by Request

5-Star Google review from West York Borough Police Department Family Liaison, Patrolman Elixzandria Anaya regarding the tragic line-of-duty passing of Officer Andrew Duarte. Services were arranged by Todd Eckert via our Red Lion chapel.

Olewiler and Heffner did an outstanding job for the celebration of life for Patrolman Andrew Duarte. The director, Todd, and his team were attentive to detail, planned smooth transitions for duties, flawless plannings, and constant communication to make sure a funeral and procession of large scale was to our liking and a perfect send off. Thank you to this amazing team, I highly suggest them! Thank you all for all your help and stellar service.

Patrolman Elixzandria Anaya

5-Star Google review from Mrs. Carina Taylor regarding the passing of her mother, Mrs. Donna Botterbusch. Services were arranged by Todd Eckert via our Red Lion chapel.

Todd is incredibly kind, responsive, and proactive. He went above and beyond to deliver thumb drives and DVDs to us after the service.

Carina Taylor

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.

5-Star Google review from Mr. Gary Duarte regarding the tragic line-of-duty passing of his son, Officer Andrew Duarte. Services were arranged by Todd Eckert via our Red Lion chapel.

Olewiler & Heffner were the best. Todd Eckert treated us like family. He was so supportive, comforting and patient as we were grieving the loss of our son. Todd kept us informed as what to expect and directed us throughout the service and burial. Thank you for helping us through this very difficult time.

Gary Duarte

5-Star Google review from Mrs. Catherine Malstrom regarding the passing of her husband, Mr. Glenn Malstrom. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Todd Eckert did an excellent job making sure every detail was taken care of for my husband's service and burial. It didn't matter what time of day or night I sent him a question; he answered it with kindness and assurance during this difficult time.

Catherine Malstrom

Your Comments about Our Staff: Thank you Todd Eckert! Excellent service!

Catherine Malstrom, Widow of Glenn W. Malstrom

Your Comments about Our Staff: Todd is very professional and responsive. We were recommended to him by Jane McGuire and it could not have been a better recommendation. Thanks Todd.

Nate Friedman, Son of the late Theresa A. Friedman

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

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

Pete Schlaline, Brother of the late Mark E. Schlaline

Your Comments about Our Staff: Todd was remarkable! He took care of everything with care, compassion and timelines. He made me feel as if he had no other clients or responsibilities that week, only to work with us and make sure everything was perfect.

Nancy Duarte Matarese, Mother of the late Officer Andrew W. Duarte

Your Comments about Our Staff: Liam-Outstanding, Amy-Outstanding, Todd-Outstanding.

Please check the most important reason for selecting us. Referred by many friends.

Would you refer us to others? Yes.

Ellen Dougherty-Saylor, Daughter of the late Lorraine Dougherty

Your Comments about Our Staff: Todd Eckert handled the funeral arrangements for my late husband. Todd saw to the details we had previously requested with reverence and compassion. Other staff members we encountered were similarly courteous and accommodating.

Would you refer us to others? At such a difficult time, it is comforting to us in an environment with courtesy and empathy.

Name Withheld by Request

Your Comments about Our Staff: Todd was wonderful! He helped to make a difficult time less stressful. He was able to make everything happen with the service that we wanted.

Would you refer us to others? Yes. Definitely, and already have. Great Job Todd! Thank you!

Beth A. Winters, Widow of Curtis M. Winters

A Google review received from Mrs. Amanda Niebuhr Barrick regarding the passing of her father, Mr. Michael Clark. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Todd treated my father with respect and dignity; I will never forget his kindness. He was available any time, day or night, to answer questions from my mother. I highly recommend Todd at Heffner.

Amanda Niebuhr

Your Comments about Our Staff: Your staff was exceptional! Todd was extraordinary!

Please check the most important reason for selecting us. On-site crematory.

Christine Clark, Widow of Mr. Michael W. Clark

Your Comments about Our Staff: Mr. Todd Eckert did a great job in a professional manner.

Frank Lewis, Widower of Kathy L. Lewis

5-Star Google review received from Mrs. Melanie Waltemyer regarding the passing of her father, Mr. Gary Pepo. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Everyone at Heffner's was so kind and caring. Todd Eckert did a wonderful job helping my sister and I through this process, answering every question we had and not being "pushy" with selections.

Melanie Waltemyer

5-Star Google review received from Mr. Mick McGann regarding the passing of his brother, Mr. Patrick McGann. Services were arranged by Todd Eckert via our Kenneth Road chapel.

My younger brother and I were very pleased with Heffner's. Our older brother was taken care of by them. Pat looked so good, not like he did in the nursing home. So helpful to us. I would definitely recommend their services. Thank you, Todd, for all you did for us. God Bless.

Mick McGann

Your Comments about Our Staff: Todd is wonderful to work with. He is a true professional and I also appreciate his attention to detail and compassion. I know that any requests that I made would receive Todd's personal attention.

Would you refer us to others? Yes. I didn't need to worry about the details, Todd was on it!

Yvette Engle, Daughter of the late Glenn E. Henry

Your Comments about Our Staff: Todd was amazing! If every company employed someone like Todd, the world would be a better place. If 5 was an option, I'd have picked that rating.

Would you refer us to others? Unequivocally. Everything was perfect.

Krista Quickel, Daughter of the late Cheryl A. Jacobs

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

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

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

Your Comments about Our Staff: We know Todd Eckert personally, met him initially and then in his absence, Scott took care of us and my dad when he passed. We then met Amy, and I could never say enough wonderful things about her. Todd, Scott and Amy all went above and beyond during our time of need and I am forever grateful.

Would you refer us to others? Yes. Everything my mom and I needed and things we didn't even know we needed, were all taken care of by your wonderful staff. My Dad's service was set-up so beautifully and Amy did the most wonderful job for us. Much thanks and love to Todd, Scott and Amy.

Pam Ottey, Daughter of the late Michael D. McClurg, Sr.

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

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

Name Withheld by Request

Did we perform everything you had arranged? Yes, and beyond.

Your Comments about Our Staff: The words say it all. Professional, courteous, respectful. The extra special additions to the guest book and the amazing slide show, with easy access, to out-of-state friends.

Would you refer us to others? Yes. Although Ken's plans were pre-arranged, there were still heartfelt decisions to be made, and Todd was amazing.

Additional Comments: Todd did my parents services, so we had a connection with him. I arranged Ken and my pre-arrangements with Todd a few years ago and it was a very thorough process. He was aware of Ken's diagnosis of Alzheimer's and was very compassionate. When Ken passed, my family was here along with our hospice nurse, and she made the call to Heffner's, because we were numb. When Todd walked through our door, I truly breathed a sigh of relief, because I knew Ken was in loving, compassionate hands. They treated Ken with total respect and gentleness. For my grandchildren and I, it made a very hard journey, a little easier to accept. Thank you sincerely.

Marsha A. Humphreys, Widow of Kenneth R. Humphreys

Your Comments about Our Staff: Everyone I interacted with was very pleasant. I wouldn't normally fill something like this out, but Todd was too excellent to not acknowledge. I felt very informed and comfortable with all the paperwork and made this difficult process much easier to handle.

Name Withheld by Request

Did we listen to you and answer all of your questions? Yes, lots and lots of them.

Your Comments about Our Staff: Courteous, kind, hardworking, gentlemanly and lady-like. Louella and ColleeAnn-thank you for the video loop. Todd-thank you for the live streaming and flash drive!

Would you refer us to others? Please thank Todd personally and the other staff. Blessings!

Name Withheld by Request

Your Comments about Our Staff: Your staff was wonderful. From the first phone call forward, we were treated with respect and empathy. Todd was amazing and the best funeral director I have ever worked with. The service was very dignified and the facilities are beautiful.

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

Would you refer us to others? Yes. The service you provided is heads above any other funeral home in York. This is the third burial I have had to arrange in the last 15 years and your organization provided outstanding service.

Name Withheld by Request

5-Star Google review received from C. Nagato. Although we are unable to determine this person's relationship to the deceased relative referenced, the flattering Google review is very much appreciated. Per the Google review, services were arranged by Todd Eckert via our Kenneth Road chapel.

We have a young family member who passed away unexpectedly. It was a shock and one of the hardest times for our family. Our family selected Heffner Funeral Chapel & Crematory and it was the best choice that we made. The facility offers great service, plenty of parking spaces, spacious chapel, on site crematory, and the staff were very helpful. Todd was our director. He is very professional, detailed and guided us to ensure all things are done accordingly. When we arrived on the day of the funeral, the staff was there to greet us, open the car door and entry door for all guests. This is just a small gesture but it was a surprise to our family and guests. Our family members and guests were impressed and praised everything about the facility and the staff. During the stressful and grieving times, Todd and his staff went above and beyond to help us with all details of the funeral. Todd and the staffs' kindness, compassion and empathy made a great difference throughout. We are grateful for their support during our difficult times.

C. Nagato

5-Star Google review received from Ms. Desiree Snider, daughter of the late Mrs. Denise Ann Snider. Services were arranged by Todd Eckert via our Red Lion chapel.

I highly recommend Heffner Funeral Home. Todd was so kind, helpful and very patient. He made a very emotional time a little easier with all his guidance. Very thankful we chose Heffner's for my mother's arrangements!

Desiree Snider

Your Comments about Our Staff: Todd is the ultimate professional. Very knowledgeable, understanding, asked the right questions, and was flawless. He was great in helping with the newspaper obituary and the photo slide show. Thank you!!

Would you refer us to others? Yes. I have only dealt with your business with 2 funerals now and I could not ask for any better service, people, and processes than yours. In my mind you can't be beat.

Michael Smeltzer, Nephew of the late Stewart R. Wagner

Your Comments about Our Staff: The staff at Heffner's is Amazing!! (Everyone included) A special "shout out" to Todd. We cannot say enough nice things about him. He is awesome! Thanks to all for the wonderful special care at a difficult time.

Sandra Frey-Sellers, Widow of Wayne A. Sellers

Your Comments about Our Staff: Todd was most helpful and knowledgeable. Telling me what to expect and handled my dad's social security payments, having them transferred to my mother.

Would you refer us to others? Yes.

Gregory L. Coeyman, Son of the late Charles R. Coeyman

Your Comments about Our Staff: Todd was a calming influence as I was in a situation where I had no family or friends with me to make decisions. He was very kind, understanding and patient with me as he guided me through what I needed to do. The cremation procedure was very respectful and memorable. The office staff was very accommodating and helpful.

Name Withheld by Request

Your Comments about Our Staff: Todd was excellent. Couldn't have asked for a better person to help me. A+++

Would you refer us to others? Yes, excellent service.

Mary Reed, Fiancée of the late Paul W. Lightner

Your Comments about Our Staff: I would like to thank Todd for his kindness and helpfulness to me and my family. His help and guidance were priceless and very much appreciated during the loss of my spouse Gregory Snyder. Being able to contact him at any time took a lot of stress and worry off my shoulders. I thank all the people at the funeral chapel who worked to make everything go so smooth without any problems at all. Again, thank you so much!

Brenda Snyder, Widow of Gregory H. Snyder

5-Star Google review received from Mrs. Lori Miller, daughter of the late Mrs. Joyce Snyder. Services were arranged by Todd Eckert and directed by Matt Morris via our Red Lion chapel.

Hi Todd,

You and your staff were wonderful! You made this experience so easy for my dad and I. Mom looked so beautiful! And I know you couldn't be at the service, but Matt and the staff did a perfect job. The service was beautiful on a perfect February day! Thank you again for everything!

Lori Ann Miller

5-Star Google review received from Ms. Mary Reed, fiancé of the late Mr. Paul Lightner. Services were arranged by Todd Eckert via our Red Lion chapel.

Todd was exceptional in understanding the situation, helping with everything that goes with planning a memorial and all that it entails. I would have to give him an A++++.

Mary Reed

Your Comments about Our Staff: Your staff attempted to accommodate our wishes in every detail. (One example- Dale's fellow residents at Redstone requested to view him longer than originally planned. Your staff fulfilled their request.) The staff anticipated the needs of the graveside attendees impressively. The cold and windy weather at the service was difficult to endure. Without prompting we were offered heavy blankets as well as we appreciated the sides of the tents that adjusted. The staff consistently helped the disabled to obtain access to the proceedings. The staff completed necessary paperwork in a discreet and organized way. (Specifically, Todd Eckert followed up several times on various matters for our family. For example, he arranged for us to receive several additional death certificates without extra charge.)

Would you refer us to others? Yes. We discovered that you live up to your goal expressed in the opening paragraph of the cover letter attached to this survey. "Our goal is to serve with a courteous, sympathetic staff in comfortable, spotless facilities and always treating people with warmth, dignity, and respect."

Dean Anderson, Brother of Dale R. Anderson

Your Comments about Our Staff: Todd was fantastic. He made a tough situation easy again!

Name Withheld by Request

Your Comments about Our Staff: Todd did a fantastic job. This is the 4th time we've used Heffner's and have always had awesome service. Todd is very caring, making sure everything is perfect.

Paulette Eppley, Widow of Richard Eppley

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

Your Comments about Our Staff: Todd was especially courteous, available, and clear with directions. Todd was also very patient and kind during this difficult time for our family.

Would you refer us to others? Yes. The two men who came to remove my mother from her home were so kind and respectful and even allowed my 85-year-old father to assist because she was his wife and he wanted to be able to do this.

Mr. Glenn E. Henry, Widower of Marilyn Y. Henry

Your Comments about Our Staff: Extremely kind staff. Todd did an excellent job providing every part of the funeral that we asked for.

Name Withheld by Request

Your Comments about Our Staff: I appreciated the ability to text Todd anything. I felt the least stressed dealing with the funeral home during my time in PA. Todd answered quickly & courteously. He seemed very understanding.

Would you refer us to others? Yes. My entire family has used Heffner's, I don't recall ever having any issues. The familiarity, I think, helped me through that part of the loss of my mother. It helped to not feel stressed & frustrated laying her to rest.

Jessica L. Kaufman, Daughter of Linda A. Stanhope

Your Comments about Our Staff: All members of Heffner's treated Judy and I professionally and with kindness. This was most important when we set up our pre-arranged arrangement, with Todd Eckert knowing Judy had little time remaining.

Would you refer us to others? Yes. Your services speak for themselves.

Additional Comments: As stated before, your services speak for themselves. That is why your reputation is well known throughout this region.

Michael Smyser, Husband of Judy A. Smyser

Your Comments about Our Staff: Todd and his staff were amazing! They accommodated our short time frame. They went above & beyond to help us.

Would you refer us to others? Yes. We are not from the area but if there is a point we can refer your way, we will.

Gregory L., Quickel, Son of Faye M. Quickel

5-Star Google review received from Mr. Greg Quickel, a son of the late Faye Marie Quickel. Services were arranged by Todd Eckert via our Red Lion chapel.

My mother just passed last week. Everything deserves an A+! Promptness, attention to details, communication, empathy. We had a 1-hour visitation followed by a service at the funeral home. Afterward, we went to the graveside for a short reading. Todd Eckert was amazing. There cannot be a more perfect person than Todd to perform this job. A special thank you to him!

Greg Quickel

Your Comments about Our Staff: Todd and your staff were extremely professional and caring!

Jeremy D. Heiss, Son of Connie J. Heiss

Your Comments about Our Staff: Todd was attentive to all of our needs.

Albert T. Gohn, Sr., Husband of Anna I. Gohn

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

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

Timothy R. Hess, Son of Ralph W. Hess

Email from Mr. Don Wilson, who drove up from Virginia to Williamsport to attend a service on July 14 for Mr. Robert M. Lomison. Don is a personal friend of both Ernie Heffner and Bob Lomison, the son of the deceased. Todd Eckert was in charge and was assisted by Adriana Phillips and Mark and Bob Strobel. The email below was received the day after the funeral.

Ernie,

Johanna and I were privileged to attend yesterday. Ernie, your team was first class and did a super job. Helpful, kind, in charge. Thanks to Todd and you and your team for taking such good care of Bob's dad and the family.

Best, Don

Ernie replied: Thanks for the kind words, Don. I don't get any credit. It was our associates that put it all together for Bob. I'll let Todd and our associates know.

Your Comments about Our Staff: Todd was very professional, caring and helpful.

Mary Ann Blessing, Sister of Margaret E. Kapela

Your Comments about Our Staff: Todd Eckert took care of everything and answered all questions. The viewing was perfect, assistance during the service and the burial preparations.

Name Withheld by request

Your Comments about Our Staff: Everyone that I was in contact with was very kind and very helpful and Todd couldn't have been any kinder. I felt so good about the decision to use your company.

Would you refer us to others? Yes!

Tammy Keller, Daughter of Thelma Salvi

Your Comments about Our Staff: Todd was wonderful to work with. He was compassionate and understanding of our situation. He treated my 90-year-old father with empathy and gentleness. There was no rush or "salesmanship", just a genuine desire to execute our wishes to honor my mother's wishes. Thank you, Todd!

Were we courteous, helpful and attentive to your needs? Todd delivered the guest book and the clock urn to my father at Country Meadows.

Would you refer us to others? Yes. I hope that we will not need to call upon you for your services for some time, but at 90 we know that it is in God's hands as to how long we have my dad. Trust that when that day comes, we will call upon Heffner's (and Todd) to assist us.

Audrey P. Langenhop, Daughter of Jean A. Langenhop

5-Star Google review received from the mother of the late Noah Stockenus. Services were arranged by Todd Eckert via our Lewisberry location.

Beautiful service and very compassionate team. Todd was very informative and a caring individual who helped put our minds at ease after losing my son.

April Stockenus

Your Comments about Our Staff: Todd was a God-send! Very professional, he answered all of our awkward questions. Gave us as much time as we needed. He explained everything and helped us make some difficult decisions!

Would you refer us to others? Yes, absolutely! Your service and professionalism and especially the compassion showed to us and our loved one. During our viewing a very young person commented to me how nice everything was done! And God Bless Todd, he is very good with people!

Bonnie Stockenus, Grandmother of Noah C. Stockenus

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

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

Dan Bowers

We could not be more pleased, since everything went very well. Todd Eckert is tops. Every little detail he took care of in a very professional manner.

Janet P. Grove, Wife of Maurice S. Grove

Your Comments about Our Staff: Todd Eckert provided exceptional service and went above and beyond to help me and my mother through this difficult process. Thanks very much.

Would you refer us to others? Yes, it was a very comforting and easy process. Staff were very warm, but also very professional and went above and beyond to help during this difficult time.

Name Withheld by Request

Your Comments about Our Staff: They were wonderful.

What influenced your decision? Reputation. Thank you everyone that was involved in Lois's arrangements. You were kind & patient. You all did a great job!

Would you refer us to others? Yes. We were pleased how Lois looked. Thank You notes were something that wasn't expected. Atmosphere of Funeral Home is lovely. Staff was great! Todd was very accommodating. If we had any concerns or questions, they were addressed quickly.

Name Withheld by Request

Your Comments about Our Staff: Excellent. A great job by Todd Eckert. Took care of flowers which was beautiful. Helped us through everything. Everything was in order that my parents had pre-arranged.

Would you refer us to others? Yes, definitely!

Karen Snyder, Daughter of Jane E. Snyder

5-Star Google review received from a son of the late Jane Snyder. Services were arranged by Todd Eckert via our Red Lion chapel.

The loss of my mother was difficult but I truly want to thank the staff at Heffner Funeral Chapel for making the process not only easy but professionalism beyond reproach. Funeral Director Mr. Todd Eckert went above and beyond to ensure that the service for my mother was impeccable. I truly thank you from the bottom of my heart for making this process which is difficult, smooth.

Brian Snyder

Your Comments about Our Staff: Todd Eckert kindly and professionally guided us though Russ's cremation and service. He was especially compassionate and helpful attending to every detail-many of which we never thought about. He gave me a detailed "blueprint" to follow in settling final affairs. All of the staff we dealt with were terrific.

Would you refer us to others? Yes. Heffner's offered so many amenities, among them the Memorial Book. What a keepsake! It included family photos, guests, floral tributes, Russ's obituary, achievements, selected writings, etc. To have all of these memorial items in one place was much appreciated. I'm so thankful we chose Heffner's.

Carol A. Urey, Wife of Russell R. Urey

Your Comments about Our Staff: Staff was great, provided everything we needed. Did not have to worry about anything in the preparation and then during the service there was support making it so we could focus on family rather than logistics.

Would you refer us to others? Yes, thanks Todd for everything!

Theron Grim, Son of Ottilie D. Grim

Your Comments about Our Staff: Overall ALL of your staff showed exceptional professionalism and compassion. If we had a question and Todd wasn't available, you didn't hear any excuses. We were told it would be followed up on and it promptly was communicated to Todd with a quick response. Your secretary even had the answers we needed at times. The calming voices and behavior were very appropriate for the situation. Mannerisms and politeness of all staff was exceptional and extremely professional. Todd was absolutely knowledgeable and helpful in such an emotional time during our lives. My dad looked awesome, well preserved and presented. At times we would think of something else we wanted to add or change and Todd was very accommodating. He treated my father (the deceased) as a person not just a "dead body". His gentleness with my dad while closing the casket was so touching. Todd pays attention to detail, to the family, to the needs of everyone and to the deceased. You have an exceptional staff in Red Lion. You definitely have something to be proud of. The only thing which concerns me is the physical abilities needed to transport the deceased from their home to the hearse for transport back to the funeral home. The one gentleman seemed to be struggling greatly with the physical demands, actually to the point we thought he was going to hurt himself or have a heart attack. My brother-in-law needed to help carry my dad to the car. We are not complaining. We are concerned for the safety of your staff. We have always been satisfied with your service to the point that Heffner's has become "the family's place to go". We have attended services at other funeral homes. No one holds a candle to Heffner's. Not only is the human contact and services beyond our exceptions, the environment itself is comfortable and welcoming. You have achieved your goal mentioned in your letter. Continue to strive to meet those same goals for years and generations to come.

Thank you, God Bless!

Darlene Rider and Lori Huber, Family of Sheldon F. Rider

Your Comments about Our Staff: The staff is very professional. Todd Eckert listens, answers your questions, explains your choices and in the end, he has guided you through your funeral.

Would you refer us to others? Yes, when a person is going through a period of sorrow, peace and calm is important in your surroundings. Heffner's Funeral Home gives you that while a funeral is being planned with the help of a professional director.

Faye Nace, Wife of George O. Machlan

5-Star Facebook review received from the daughter of the late Russell Urey. Todd Eckert was the director in charge of serving this family at our Red Lion chapel.

The staff goes above and beyond to accommodate and anticipate family needs during a difficult time. They are truly the best! Todd was so helpful and available to our family. He assisted us in many ways and we cannot thank him enough!

Amy Urey Mehl, Daughter of Russell Urey

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.

Your Comments about Our Staff: Todd was an excellent director. We appreciate his being available whenever needed and his understanding in dealing with my mother and her needs.

Would you refer us to others? Yes! Wonderful service and facilities.

Name Withheld by Request

Your Comments about Our Staff: Scott and Todd were very helpful throughout this process.

P. James Renehan, Son of Armande E. Renehan

5-Star Google review received from a family Todd Eckert and our associates served at our Kenneth Road Chapel:

Todd helped us greatly he went above & beyond. We are very impressed with their facility & professionalism. We appreciate your help in our time of need & would highly recommend them. Best Wishes.

Todd Thatcher, Son of Frances Thatcher

Your Comments about Our Staff: I mostly worked with Todd. He was very nice to work with!

Eric Hill, Son of Leanne J. Hill

Your Comments about Our Staff: You have the best people. All were thorough and handled every aspect perfectly. My mind was put at ease by them. It made everything go smoothly. My Husband looked fantastic after he was cleaned up. I couldn't believe how great he looked.

Would you refer us to others: Yes. All of the necessary steps were explained perfectly as to what I needed to do and all of the paper work was completed very smoothly. Thanks to Liam Tomsic who I spoke with when I stopped in initially and to Todd Eckert who completed all of the steps. Without them, I would have been lost. Thanks again for a job well done.

Name Withheld by Request

Your Comments about Our Staff: They were-wonderful to me all the times.

Would you refer us to others? Yes. Again, I couldn't say how wonderful everyone was, and Todd was great.

David Benson, Partner of Darvin W. Weston

Your Comments about Our Staff: Everyone starting with Todd that we dealt with was excellent!! Would highly recommend your services.

Barbara G. Forry, Wife of William E. Forry, Jr.

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

Name withheld by request

Your comments about our staff: I have lost parents, siblings and friends, etc., but nothing compares to losing my spouse. Everyone, especially Todd, treated me and my family with total respect. Thank you to everyone.

Would you refer us to others? Excellent care and respect from everyone. I would not hesitate to refer your establishment.

Vincent Powell, Husband of JoAnne Powell

Your comments about our staff: I cannot express in words how thankful I was for everything that Todd did to help me through this very difficult time. He was patient and kind and made sure everything was perfect for us.

Jessie Lehigh, Daughter of Jeannie M. Laughman

Your comments about our staff: Pleasure to work with Liam, and later Todd!

Would you refer us to others? Yes. Long standing family use of Olewiler's, and later Olewiler & Heffner. Very satisfied!

Name Withheld by Request

Your comments about our staff: Both Scott and Todd were excellent representatives for your company. Very responsive and explained everything to my satisfaction.

David Heitzenrater, son of Mary Etta Heitzenrater

5 Star Google review received from a family Todd at Kenneth Road:

Thank you to Todd and everyone at Heffner Funeral Chapel. The loss of my mother was the worst experience of my life. Todd and his staff made that experience as bearable as possible. They treated my entire family with the utmost respect thru the entire process. From the night Mom passed until her celebration of life service, Todd and his staff were there for us no matter what we needed. Thank you so much for helping us thru this difficult time.

Vince Powell

Would you refer us to others? Yes, absolutely!

Additional Comments: During this difficult time, your staff made this process seamless and stress-free. Todd was super helpful and was very easy and pleasant to work with. He gave us all of our options and explained things to us so that it was easy to understand. I also appreciated his communication and follow up during and after the process/services. I've had so many compliments on our Celebrant, Debe. She was so nice and listened to our stories about my dad and was genuinely interested in learning about him. We were so impressed with her part in the service, as many others were. Her words were beautiful and heartfelt. We also very much appreciated the pop tarts that my dad loved at the end. It made us and others smile and have a small "piece" of him. Lastly, Matt was wonderful to work with on that day and after. He made the service run smoothly and we appreciated it being live streamed as we had a lot of friends and family say they watched the feed. Can't say enough good things about such a difficult time. Thank you all.

Sytiva L. Seitz, Daughter of Scott L. Seitz

Your comments about our staff: Everyone was very thoughtful and nice and took everything step by step and answered any questions we had.

Would you refer us to others? Yes. At a great time of loss and sorrow, Todd made everything much easier.

Judith Heinlen, Sister of Barbara A. Zaepfel

Your comments about our staff: Nothing I can say but perfect. There's not a single thing I can recommend you do better. You all doted all the I's and crossed all the T's. Best worst day ever.

Would you refer us to others? Yes. You made a horrific time in my life easier. You all held my hand when needed but allowed me space to grieve as needed. You allowed us mothers to out our boys to rest together sparing us two funerals. You allowed use to create a service that represented and honored both boys. Even explicit music!

Additional Comments: I appreciate your kindness, understanding and the grace offered to our families. I will be forever grateful. Like I said before, there's nothing that you could do better. Your professionalism yet treating us as friends or family is unmatched by my past experiences. Thank you, Todd & Allison!

Brandy Nell, Mother of Wesley O. Singh

Your comments about our staff: Thanks, Todd.

Name Withheld by Request

Your comments about our staff: Todd Eckert handled everything in an excellent manner in honor of my mom's funeral service. He helped out greatly in a very sad and stressful time by making all the arrangements just fall into place so smoothly. My mom had a beautiful service!

Would you refer us to others? First of all, your location is beautiful inside and out. The staff is top notch and very professional and make you feel comfortable and well taken care of. The funeral service package offers a lot for a decent price.

Susan Juliano, Daughter of Pauline L. Ruth

Your comments about our staff: Todd was wonderful! He exceeded our expectations.

Would you refer us to others? Yes. Outstanding service and exceptional compassion.

Cynthia Bode, Daughter-in-law of Sandra L. Bode

Your comments about our staff: Everyone was very kind and a step ahead of our needs. Some of the supplemental info provided was extremely helpful and a pleasant surprise.

Would you refer us to others? Yes. We knew no one in York. None of us live there or nearby. Todd handled everything and that was such a burden off of our shoulders. Your facility is lovely.

Additional Comments: We couldn't have "lucked" into a better place to honor Cindi and to meet our needs. It was a devastating loss and with everyone living hours away and, in all directions, we really needed a service provider who could pull it all together for us. And Todd and team did just that! Thank you!

Bernadette Bishop Pirollo, Niece of Cynthia Greco

Your comments about our staff: Todd was professional, courteous and knowledgeable. He also had a sense of humor, when necessary, which was much appreciated.

Would you refer us to others? Yes. Your company has the process down to a science. For me it was a quick and easy task, that even though I didn't want to do it, was an uncomplicated duty that had to be done.

Kerry Hoffman, Daughter of Clair M. Bull

Your comments about our staff: Todd made our experience planning this service very easy. He was wonderful and I would highly recommend Todd and Heffner Funeral Home. Thank you.

Sylvia B. Heffner, Daughter of Violet J. Warner

Your comments about our staff: Todd was very professional, answered all of our questions, was very prompt in getting back to me with issues, questions and was just great all around. He also really helped us with uploading pictures and letting relatives gain access to service.

Would you refer us to others? Yes. Marie had stated that she wanted to go to the best in town, and we found that to be true.

Michael Smeltzer, Great Nephew of Marie C. Wagner

Your comments about our staff: Everyone was very considerate and went the extra mile for us. Especially Todd.

Alva Dufek, Mother of Mark S. Dufek

Your comments about our staff: Todd was wonderful as well as the rest of the staff.

Nicole R. Renner, Daughter of Bonita L. Radel

Your comments about our staff: Todd was extremely helpful and went out of his way to deliver the death certificates.

Would you refer us to others? Yes. The location is centrally located and there is plenty of parking.

Sharyn V. Ziegler-Marier, Niece of Nolan E. Heffner

Would you refer us to others? Yes. Todd Eckert was professional, compassionate and always available to help us with all facets of this painful process from making the arrangements to next steps, to whom to contact for life insurance.

David A. Brown, Son of Dorothy A. Brown

Your comments about our staff: Todd was very professional and took care of everything.

Name Withheld by Request

Your comments about our staff: Todd Eckert did an outstanding job helping my daughter and I. He even made some suggestions regarding financial matters. Receptionist, Louella, was also very helpful. Thank you.

Would you refer us to others? Yes. Outstanding service!

Name Withheld by Request

Your comments about our staff: The staff was extremely professional and so very caring. They listened carefully and were able to follow my mother's wishes perfectly. They adapted to our Covid needs for safety. There was no pressure, only comfort and support.

Would you refer us to others? Yes. I will absolutely refer you to friends and family! Todd Eckert and the staff made this entire process not only manageable, but comforting. The compassion and support we received will definitely motivate us to share our experience with others

Jane Piepmeier, Daughter of Vivian A. Michael

Your comments about our staff: Todd Eckert was very kind, caring, sympathetic and accommodating. He was very willing to come to our home several times to help us make plans and answer our questions. The services were exactly as we had requested. Your facility was very pleasant and comfortable and your staff was very kind and comforting.

Would you refer us to others? Yes. I would absolutely refer you to others. You should be very proud of your staff and facility. Thank you very much for helping me during this very difficult time.

Jane Miller, Wife of Keith R. Brown

Would you refer us to others? Yes. Todd went above and beyond to help me! His explanations were concise. He was extremely personable and caring.

Additional Comments: I want to extend my extreme gratitude with the final presentation of my husband, James R. Siple, Jr., for us to view him and to say our final goodbyes. We were told that he was presented to us with only the basic preparation. He looked fantastic and all of us agreed on this. It shows how much time and care was taken in this most difficult time. Thank you again for everything. Todd is an excellent representative of your establishment.

Jann Siple, Wife of James Siple, Jr.

Would you refer us to others? Yes. Todd could be reached at any time to answer questions. He helped my daughters and myself through problems to get my husband's estate settled and paperwork filled out.

Sandra Lentz, Wife of Ralph L. Lentz

Your comments about our staff: Todd and his staff showed our family top quality service and compassion. Thank you, everyone!

Would you refer us to others? Yes. Todd took care of everything in this time of need. Thank you. This is our second time with your facility and both times were excellent.

Michael Lohss, Father of Nicole L. Lohss

Your comments about our staff: All of the staff were great. A special shout out to Todd Eckert. He was so helpful and took a lot of time with us. He had great ideas to make the viewing perfect.

Would you refer us to others? Yes. Everything went so smoothly. It was perfect. Butch looked very good. I could not have been more pleased.

Sherrie Lloyd, Wife of Ronald J. "Butch" Lloyd

Would you refer us to others? Yes. Todd was very good at everything.

Ralph Ashton, Husband of Jean L. Ashton

Your comments about our staff: Todd Eckert was very professional and courteous. He went above and beyond in responding to our questions timely and effectively. My mother would have been very pleased.

Name Withheld by Request

Would you refer us to others? Yes. Totally professional service from Todd. Dignified, patient and competency on matters. Actual service was just as requested.

Karen & Jim Hague, Parents of James I. Hague, IV

Would you refer us to others? Yes. Todd was very professional, courteous and very easy to speak with. What a terrific guy. Please thank him for all his help.

Lisa A. Garman, Daughter of Donna J. Garman

Your comments about our staff: Todd was wonderful to work with!

Name Withheld by Request

Your comments about our staff: Todd Eckert was wonderful with my sister and me from beginning to end of the funeral process. He explained each step of the way to us and was so kind and compassionate. He made the journey so pleasant and we enjoyed working with him.

Would you refer us to others? Yes. Todd was an excellent representation of your family to our whole family. Your place made us feel at ease as soon as we walked in. You made us feel so comfortable and we definitely will recommend you to other people.

Shirley Smith, Daughter of Robert G. Good

Your comments about our staff: Matt and Todd were fantastic throughout the entire process. My husband's service was wonderful. He loved theater and musicals. Matt and Todd were able to find instrumentals of some of his favorite movies and musicals.

Would you refer us to others? Yes. Your entire staff is caring, professional and compassionate. Every question answered and I never felt pressured into anything.

Tara Hutchison, Wife of David H. Hutchison

Your comments about our staff: Todd did an exceptional job! Mom had preplanned her funeral but there were still some decisions that needed to be made and Todd walked me through it kindly and compassionately. I really felt that he cared about my wishes and went the extra mile to make it happen. Just one example (of many), the sample card that I wanted opened in a way that would not accommodate the verses I wanted printed inside, so Todd spoke with the printer to see if the direction of the card opening could be changed to make it happen. That may seem small to some, but it meant a lot to me. During the viewing services he was very accommodating and it was clear he had everyone's comfort in mind. The funeral service and burial service following went smoothly and I know it was because it was Todd behind the scenes directing it perfectly. I can't thank him enough for everything he did.

BethAnn Flohr, Daughter of Mary A. Lambert

Your comments about our staff: Todd absolutely carried out your goal as stated in your cover letter. I did not want any of the extras and he made no effort to push anything. He wrote a beautiful obituary and many people commented on it. They learned about Allen through the writing.

Would you refer us to others? Yes. I felt cared for and in good hands. Todd was confident in guiding us through a difficult time.

Joyce Y. Pennewill, Wife of Allen A. Pennewill

Your comments about our staff: Todd was extremely helpful in assisting us with funeral arrangements. He answered all of our questions. Helped us direct us to make sure everything was as we wanted. We don't have all the words for how amazing he and all of the staff were with us throughout the process.

Would you refer us to others? Yes. We highly recommend Life Tributes by Olewiler & Heffner Funeral Chapel & Crematory, Inc. in Red Lion, PA. They make the process easy and as stress free as possible.

Sandy Behrensen, Wife of Edward L. Behrensen

Your comments about our staff: Todd was very helpful, listened to what we wanted and did everything we asked. He was very professional.

Name Withheld by Request

Your comments about our staff: Todd was excellent from start to finish.

Would you refer us to others? Yes, Absolutely! Todd was excellent to work with.

C. J. Rhoades, Husband of Pamela Jo Rhoades

Your comments about our staff: Todd was amazing. He was friendly and met all of our needs.

Would you refer us to others? Yes. Excellent and friendly service. Mom's service was beautiful.

Teresa C. Zeigler, Daughter of Judy C. Dowell

Your comments about our staff: Extremely pleased with the generosity of Todd Eckert. He guided us step by step to picking out the casket to making all the arrangements. He answered all of our questions. He was only a text message or phone call away at all times, which was gratifying to our family. The memorial book that Heffner's presented with photos of all of the flower arrangements and detail was outstanding.

Would you refer us to others? Yes. For the special services Heffner provided live streaming for families of Covid or disabilities. Entire staff is professional, friendly and helpful from office staff to everyone parking cars on funeral day.

Name Withheld by Request

Your comments about our staff: Dealt with Scott and Todd and were extremely pleased with both. Very professional and compassionate.

Paulette Eppley, Mother of Diamond Eppley

Your comments about our staff: Todd & Sam were great!

Would you refer us to others? Sam Piper was very helpful at getting everything done the way dad wanted.

Joyce Mummert-Portki, Daughter of Harlan W. Mummert

Your comments about our staff: Nothing was prearranged. Todd did an excellent job of helping us set up a tribute to Kay that all thought was fitting.

Would you refer us to others? You did my father's tribute and now Kay's and you will do mine when that time arrives.

Daniel F. Spiese, Husband of Kay F. Spiese

Your comments about our staff: Todd was very compassionate and listened to our (my families) needs.

Would you refer us to others? Prearranged for myself and husband. Not as daunting as I thought it would be.

Name Withheld by Request

Your comments about our staff: Todd Eckert was always available and did an excellent job explaining our options and answering our questions.

Would you refer us to others? Yes. I cannot imagine the process running any smoother. We received awesome, personal service.

David N. Fishel, Son of Evans N. Fishel

Your comments about our staff: I pretty much knew what arrangements I wanted to do before my appointment. Todd was very helpful and easy to talk to.

Name Withheld by Request

Your comments about our staff: Todd Eckert was very compassionate and helpful. He made us feel very comfortable in our time of loss.

Would you refer us to others? Yes. Very caring and knowledgeable.

Gregory L. Cordrey, Son of Joan E. Cordrey

Your comments about our staff: Very pleasant and helpful. Everything was exceptional and very professionally done!!!

Additional comments: Our director, Todd, was awesome! Very pleasant to work with, very helpful and understanding. Everything was great! Would refer anyone!!! Very, very pleased!

R. Todd Heffner, Son of Robert E. Heffner

Your comments about our staff: Todd was very good, made me feel like I was his only concern. This was a very difficult situation for our family and Todd went out of his way to help us get through this.

Would you refer us to others? Yes. Would definitely refer you to others.

Michael Dorgan, Grandfather of Brianna Ann Dorgan

Your comments about our staff: We worked with Todd Eckert and our experience during this time was made easier by Todd's caring and kindness!

Would you refer us to others? Yes. Your reputation speaks for itself!!

Judy L. Guise, Widow of Larry S. Guise

Your comments about our staff: Staff is top notch. Todd helped us with both my mother and my father's funeral arrangements. He is very professional, always willing to accommodate the family. Your Red Lion location is beautiful and calming, which is what is needed during a time of making difficult decisions regarding the loss of a loved one. Was very difficult for my brother and I to decide during COVID about the viewing and service. Todd was so helpful by giving us numerous suggestions and ideas on how to keep everyone safe. Your facility is definitely practicing extremely safe COVID guidelines which is very reassuring. Can honestly say that I would not even consider using any other funeral home in York. You do an awesome job!

Would you refer us to others? Yes. Professional staff, friendly staff, accommodating staff—no complaints at all.

Denice A. Brenneman, Daughter of Ralph R. Shellenberger

Your comments about our staff: Everyone was wonderful. Todd went above and beyond.

Penny Dzubinski, Widow of Douglas E. Dzubinski

Your comments about our staff: Todd and the staff were excellent. Everyone was fantastic.

Would you refer us to others? Your company has taken care of members of my family for years – and none better.

Palmer A. Grove, Father of Paul A. Grove

Your comments about our staff: Todd was extremely helpful, caring and courteous during our stressful time with estranged family dynamics. He was very prompt to answer my questions and his caring manner was greatly appreciated!

Would you refer us to others? Yes. Everyone I dealt with was very professional and compassionate. My family members have always picked Gotham Place for arrangements.

Regie L. Lartz, Daughter of Lucille Miller

Your comments about our staff: Todd and your staff are the best. Everything was perfect. Thank you!!!

Edward Wertz, Son of Luther L. Wertz, Jr.

Your comments about our staff: Todd was great! He was helpful, patient, and kept communicating throughout arrangements and post funeral.

Additional Comments: My siblings and I were amazed at the attention to detail throughout the entire process. We can't thank Todd enough for making a difficult time easier.

Holly Kominsky, Daughter of Charles B. Whittaker

Your comments about our staff: Todd was very professional, empathetic and compassionate. He followed up to see how we were doing and if we had any more concerns or questions.

Would you refer us to others? Yes. Very professional staff, beautiful facility and accommodating.

Mrs. Barbara Higgins, Daughter of John S. Downs

Your comments about our Staff.: Your staff is very professional and respectful. I am so glad my parents chose Heffner's for their funeral arrangements. Todd was great to work with.

Would you refer us to others? Yes: Heffner's was very accommodating in every step of the way with any questions and concerns with the funeral service. They go above and beyond.

Diane DeVere, Daughter of Lloyd J. Eyster

Your comments about our staff: Wonderful to work with for two deaths.

Additional comments: The first death was preplanned and very easy to navigate. Everyone was very friendly and the facility was well kept. The second death sudden, right after the first funeral. Todd was available and very helpful. Words cannot describe your support through these times. Thank you!!

Mrs. Jennifer Neal, Granddaughter-in-Law of Louise M. Stough

Your comments about our staff: I could never have done this without Todd. I had a neuro-surgical procedure done 2 weeks before my brother died and was really overwhelmed by the time we had a viewing.

Would you refer us to others? Yes. Our family was surprised at how homey everything was. We felt as though we were visiting Dave in his bedroom and it was so peaceful.

Susan Scharf, Sister of William Cowman

Would you refer us to others? Yes. As difficult as everything was, Todd made the process easier than I expected and there is not enough "thank you's" for him. He was so helpful and kind.

Barbara Blazosky, Widow of Philip P. Blazosky

Your comments about our staff: Thank you Todd for all the help at this trying time. Thank you and God Bless.

Would you refer us to others? Yes. With all there is to do, it is good to know someone is there to help plan and prepare. It was one less thing we needed to worry about. Thank you.

Richard T. Clausen, Widower of Claire Clausen

Your comments about our staff: Todd was very helpful and explained everything in detail.

Beth Sly, Daughter of Joan C. Watson

Your comments about our staff: Todd was very helpful and kind. He handled everything with grace and compassion. We were very pleased (pleasantly surprised) to not be pushed into anything we weren't ready for and to not be "sold" any services we didn't want or need.

Additional comments: The thing that had the biggest impact for my siblings and I was the thorough, detailed explanation of the cremation process. Everything was exactly how Todd said it would be. We didn't even know being present for the cremation was a possibility until Todd offered it. Because of his detailed description of the process, we felt confident to discuss the process with our children as appropriate for their ages, and make an informed decision as to whether or not to include the younger ones in the process. We were unprepared for just how kind, thoughtful and compassionate the staff (Todd specifically) was and how held we felt during the process. Being able to sit with my siblings and our spouses comfortably in the adjoining room, was a real gift to our family. In a way, it was exactly how our mom would have wanted things to go. Thank you Todd. We are so very grateful.

Name Withheld by Request

Would you refer us to others? Yes. Thank you Todd for making a sad time less stressful.

John M. Fowble, Son of Lolita R. Fowble

Your comments about our staff: Todd Eckert was caring, professional and honest. He made an emotional and difficult time easier and I appreciated his warmth and caring personality.

Susan Lindt, Daughter of Robert C. Darr

Would you refer us to others? Yes. I was very pleased with the service Todd gave us.

Gloria Kraus, Widow of Richard Kraus

Your comments about our staff: Todd Eckert was very professional, courteous and attentive to all of our needs. Also, the girls who answer the phones were very helpful.

Would you refer us to others? Yes. My sister-in-law Artie Gentzler had worked there.

Karen E. Chronister, Widow of Donald L. Chronister

Your comments about our staff: Todd Eckert is the consummate professional and ensured that all of our requests and needs were managed thoughtfully and accurately. Todd's entire team also performed with equal grace and professionalism.

Would you refer us to others? Yes. Absolutely. The attention to detail and grace exhibited by all members of the organization allows one to feel confident that the wishes of their loved one are fully honored with dignity.

Jennifer Merchant, Daughter of Ray L. Anderson

Additional comments: From the moment we began making pre-arrangements for my mother's passing, until the conclusion of her intimate viewing, Scott and Todd were both generous with their time and responsive to our many inquiries. We were comforted by their level of expertise and handling of our needs during a heartbreaking time for our family.

The facility was beautiful and met all of our expectations. We highly recommend their facilities and services to any family searching for a memorable tribute for their loved one.

Thank you for supporting our family through this difficult time and for your help with creating and planning a memorable tribute for my mother.

Heather Mills-Wiederhold, Daughter of Sandra K. Ropiza

Your comments about our staff: Todd Eckert was very professional, attentive to the family's needs, and very expedient in completing paperwork necessary to complete our aunt's wishes. He presented as a caring provider and not a salesperson.

Would you refer us to others? Yes. Very Professional.

Name Withheld by Request

Your comments about our staff: Our first experience with dealing with Todd Eckert was wonderful. Very personal, friendly, kind, expert. Very flexible. Offers photos very meaningful! Our children were impressed. It did help at this time to have pre-arranged.

Would you refer us to others? Yes. Very friendly, very personable. Very accommodating. Lovely facility. Took care of all our needs. Would have done nothing differently. Five stars.

April R. Workinger, Widow of Edward E. Workinger

Your comments about our staff: Personable, suggestive, empathetic, depth of knowledge in ALL aspects, providing valued input when in an "I don't know…" state of mind, accommodating, etc. Holding my mom to the highest possible standard, while holding Mom's dignity to the same, was an unreal mental comfort. A total STELLAR performance experience!!!

Would you refer us to others? Yes. Please feel free to use any and all content to further distance you from your competition. Should you need "verbal" in any form, do not hesitate to ask. I'll stand on a milk crate at any location and profess your worthiness (dead serious). Factoid: Five out of 7 people are negative to any and all things. My "mantra, with ….no reason to change: Catch a person being good is a good thing. However, catch a person being good of others is a tremendous thing!" The aforementioned I felt was required, not only for Todd Eckert, but the entire team at Heffner's. Please extend to all my sincere thank you and appreciation.

While my brother, totally by intent, did not involve me in my dad's (Henry "Harry" Gordon) service arrangements, I have no clue (probably not) if he took the time to respond to your request. If he did not and/or had negativity, I apologize. However, with our experience with my mom, I no doubt, without any uncertainty, believe there is no reason to think otherwise. My responses to my mom's experience, without a doubt, hold true for my dad.

With regards to my changing the numeric value, I should have put infinite, as that is what team Heffner deserves.

If I can be of any future help, please contact me. If I find out I could have and was not contacted, that in my book, is grounds for a good "arse whooping" (joking).

In conclusion, I hold Heffner's with utmost regard and if there is a stronger word than "stellar", please substitute. Best regards,

H. Crail Gordon, Jr., Son of Ellen Gordon

Your comments about our staff: Your handling of the entire process was way beyond my expectations. Todd Eckert took care of every detail, explained everything clearly, and acted on my behalf to contact everyone who would be part of all the different aspects of the day of the funeral. I am so grateful.

Would you refer us to others? Yes. Because I was dealing with my intense grief, Todd knew exactly what I needed to do, and then did almost everything for me. Even after the funeral, the thank you cards, the photo cd's, the memory album, and the military flag in the case, were more than I ever expected. He made this ordeal so easy for me and my entire family. Saying "Thank You" doesn't seem to be nearly enough.

Anita L. Porter Widow of Burrill C. Porter

Your comments about our staff: I have to say that Todd was professional and kind. He seemed interested in our grandmother, not only out of politeness, he was actually more in tune and genuine than the pastor!! Thank you.

Would you refer us to others? Yes. I have already told family members and friends about the services we received. I live out of town, but was glad to give a good recommendation.

Kelly Gross, Granddaughter of Josephine M. Shuemaker

Your comments about our staff: Todd was delightful!

Name Withheld by Request

Your comments about our staff: You, Todd, and your staff, could not have done anything better. I and my family will be grateful forever.

Mr. Evans N. Fishel, Widower of Donna M. Fishel

Your comments about our staff: Todd was kind, sympathetic and a true help throughout this process!! Thank you!!

Suzanne Hamberger, Daughter of Stanley E. Hamberger

A Yelp review was received:

We have chosen Heffner Funeral Chapel for several services for family and friends. The staff has been exemplary – sensitive and gracious beyond expectations. They've handled each initial call with kindness and respect for the deceased. They have an uncanny ability to sense a need and address it without being asked. Todd accommodated our special requests for my Dad's service without complaint. The facility is very well maintained and welcoming. Heffner Funeral Chapel is the only place I would consider in time of need.

Vicki G.

Your comments about our staff: Todd was exceptional and went above and beyond.

Kristi Strausbaugh, Mother of Gage M. Strausbaugh

Your comments about our staff: No words to express how much we appreciated the guidance, comfort and care given to our family by Todd Eckert. He was our angel during this most difficult time. I would recommend his services to anyone. Thank you so much Todd. He took care of every detail.

Would you recommend us to others? Yes. Everything was handled in a professional way. So much kindness and care given to each member of the family as we were grieving the loss of our precious husband, father, pappy and friend, Joe.

Diane Strobeck, Widow of Joseph R. Strobeck

Your comments about our staff: Todd went above and beyond to meet our needs and wishes. Dad looked so good and peaceful. Thank you!

Mrs. Cathy Winemiller, Daughter of Allen M. Craley

Your comments about our staff: Todd provided our family with excellent service. He made us feel comfortable in this very sudden loss for which we are extremely grateful. Thanks so much to Heffner, Todd and staff for your caring and support. You are the best!!

Would you refer us to others? Yes. Excellent service. Met all needs in a very professional manner. In addition to Todd, your staff is top notch.

Connie J. Heiss, Widow of Gerald E. Heiss

Your comments about our staff: Todd was very helpful with everything from beginning to the end. All the staff was very polite and helpful. Thank you!

Would you refer us to others? Yes, I would recommend Heffner's to everyone. Very beautiful place and everything was taken care of professionally. I felt at ease having Heffner's take care of my mother's services and cremation. I knew she was in good hands. Thanks again for everything!

Additional comments: I will be using Heffner's again in the future for funeral arrangements. We were very satisfied with everything.

Tiffany Shetzler, Daughter of Julie L. Millar

Your comments about our staff: Todd was so helpful throughout the whole process. Thank you for everything Todd.

Erica R. Lovelady, Daughter of Randy L. Axe

Your comments about our staff: Todd was very helpful and understanding. Everything came together beautifully. I know the family sent many pictures for the DVD and that couldn't have been fun to go through all of them. The final product was very nice. Thank you!

Would you refer us to others? Yes. Even though the funeral was pre-arranged, I would definitely recommend you.

Additional comments: Mom looked beautiful. We appreciate your kindness and understanding during our time of grief. Sincere thanks,

Robin L. Tome and Family, Daughter and Family of Donna L. Daugherty

Your comments about our staff: For a difficult part of life, this was a wonderful experience. Your kindness and efforts were and are so appreciated.

Would you refer us to others? Yes. This was handled so professionally and the courtesy shown was amazing. Such a huge weight of many decisions was relieved by you.

Additional comments: Todd Eckert was put in such a difficult position. His professionalism and compassion was outstanding. Todd helped with so many difficult decisions while we were not functioning at 100%.

All matters were taken care of so efficiently and effortlessly by your staff. Please know that we are so very thankful for all of your guidance and assistance during the worst part of my entire life. Your staff should be commended.

Susan Eckert, Widow of Michael T. Eckert

Your comments about our staff: Todd Eckert did an exceptional job and great display of professionalism.

Larry R. Markel, Son of Betty R. Markel

Would you refer us to others? Yes. This was a very emotional and difficult time for our family and Todd and staff were professional and helpful through the entire process.

Denice A. Brenneman, Daughter of Earline M. Shellenberger

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: The Dale Chronister family would like to compliment your employees for the excellent service provided to us. All staff members were very accommodating, however, Scott, Todd and Louella were not only knowledgeable, but extremely supportive during this difficult time. We can't thank them enough.

Would you refer us to others? Yes. Perfection from start to finish.

Delores E. Chronister, Widow of Dale M. Chronister

Your comments about our staff: Todd and his assistant responded to the 5 a.m. call with kindness and respect for our friend, Karen. Todd clearly explained the pre-arrangement provisions and delayed the service so out-of-town relatives could attend.

Would you refer us to others? Yes. Heffner staff unfailingly respond to questions with courtesy, and seem to sense the needs of family and friends of the deceased. We would heartily recommend their services.

Mr. & Mrs. Dennis Grove, Friends of Karen S. Morton

Your comments about our staff: We worked directly with Todd Eckert and he was fantastic! Todd was so courteous and respectful. This was my first time dealing with life insurance, donation of a body. It was a very emotional time and Todd was very patient, courteous and professional.

Would you refer us to others? Yes. Clean, comfortable and beautiful facility in Lewisberry. Caring and respectful staff.

Additional comments: Our son lives out of town and didn't have the opportunity to see his Grandmother prior to her passing. She didn't want a viewing. Todd made her body available for our son to make peace with her death. This meant the world to him and to us for he had closure. We are so grateful for that!

Continued blessing upon your entire staff as you provide comfort and care to grieving families! Sincerely,

Margaret E. Hancock and Family, Daughter and Family of Doris L. Bower

Your comments about our staff: Could not be happier with your team. Todd was extremely helpful! Thank you.

Dr. Gordon M. Bell, Son of Frances Bell

Would you refer us to others? Yes. Your facilities and ease of parking are so convenient. Todd has been a friend for a long time, and is so compassionate. Good Job.

Gene D. Garner, Widower of Janet L. Garner

A letter to Ernie was attached when the survey was returned:

Dear Mr. Heffner:

On behalf of our family, thank you for the wonderful job your team did planning and executing a *perfect* funeral for my mother Jean. My father would be very proud of his family for giving her a funeral mass in her honor.

I told Todd this at the cemetery before we parted ways. "It was perfect."

Todd Eckert is an outstanding funeral director. He did it so well for my father Robert, and now my Mother six years later. I asked for him by name. Todd also helped me get Dad's VA proof lined up and to arrange for his Military honors. Matt Morris was great too as he was kind, professional and came quickly impeccably dressed that Friday night to pick up Mom. He too deserves our thanks and is a credit to your team.

Everyone I met at your place was kind and polite and just nice people. They all work well together and it shows they care. Your front desk people especially.

Thanks again for everything your team did for Mom.
Sincerely,

John C. Dibert, LTC US Army Retired, Son of M. Jean Dibert

Your comments about our staff: Todd and the rest of the staff couldn't have been any more professional and personable to us in doing our Dad's arrangements and service.

Carol A. Winand, Daughter of Dale E. Burk

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: John and Todd were great!

Name Withheld by Request

Your comments about our staff: Everyone was wonderful and the service was also wonderful.

Additional comments: No wonder Heffner's is voted #1 Best in York County. It is a great funeral home and the staff is magnificent. Todd Eckert is the most compassionate director I have ever met. Whatever I wanted to do or didn't want to do was perfectly fine with him. Everything was done with complete caring and helpfulness. During the viewing hours and the funeral, everything was done with the utmost respect and manners anyone could ask for. Thank you all from the bottom of our hearts,

Susan Gossman, Edward & Kristen Gossman, and Brian Gossman, Widow, Sons and Daughter-in-Law of Edward J. Gossman

Your comments about our staff: Your staff did a wonderful job. Todd was thorough and although we had very little to plan, he didn't rush us and he talked us through everything. On top of that, he was compassionate in our time of need—that meant a lot to us!

Would you refer us to others? Yes. Even talking with my father, I know from start to finish—from his pre-planning to the services after his passing, he and my siblings were pleased with how everything was handled. I wouldn't hesitate to recommend Heffner's and Todd Eckert to friends and family.

Amy S. Kauffman, Daughter of Robert L. Humble, Sr.

Your comments about our staff: Ladies at front desk were very polite and courteous! The lady and gentlemen holding the door for us at the viewing of our father were very attentive. Very respectful. Todd has been an absolute blessing to us!!

Would you refer us to others? Yes. I refer everyone here. This is a very difficult time in a family's life. Your facility and staff take all that stress away. Your staff handles everything!! Very helpful, patient, respectful. Todd made this difficult situation as easy as he could for us!! He truly went beyond for us!!

Additional comments: My father had nothing prepared. We had issues with family members and life insurance delays. Todd was with us all the way. He made himself available any time that I could call him. He made this very difficult time for my sisters and I bearable. Todd is truly an asset to Olewiler & Heffner. He helped us with every detail, including the obituary in another state. He himself saw this through from beginning to end. My daddy was laid to rest in Virginia. Todd did not pass this on to someone else—Todd drove my daddy to Virginia in a beautiful white hearse!! He dealt with all our pictures and music. My nephew is in the Navy in California. He had to come home early, but couldn't be here for services because we were in limbo as to when it would be! Todd allowed my nephew to pay his respects and view his Grandpa before having to go back to California. God Bless you. You all have truly been a blessing to our family!!

Betty Jo Shaull, Daughter of Patrick S. Carr

Your comments about our staff: Amazing!! Todd took care of everything so well. Everyone went above and beyond what we expected!

Would you refer us to others? Yes. Very professional, caring and truly helpful!

Additional comments: Whoever did my mother's hair, nails and make up did an excellent job. My mom looked the best she had in a long time. She truly looked like herself at her service and that was very important to us! Thank you very much!

Sara E. Frantz, Daughter of Kathy Mae Royston

Your comments about our staff: Todd was very caring and considerate of our feelings. He was also very efficient and informative about things that were new to me as an executor.

Kevin Gladfelter, Nephew of Edward G. Runkle

Your comments about our staff: Todd and Jack-- kind, caring, efficient and informative. At the graveside, were very kind, patient and sensitive to our needs. Very professional.

Sally J. Greco, Daughter of Ruth E. Cruz

Your comments about our staff: I'm blessed to have worked with caring individuals from start to finish. During such a hard time, I knew Todd was always available if I needed him.

Additional comments: Words cannot express our gratitude of the staff and both York locations. Not one person was pushy and gave us plenty of time to ask questions and gave us space to grieve as well. I can't thank Todd enough for all his time. I know it's part of the job, but he went above and beyond for myself and my brothers. It's a great professional environment and the staff understands everyone has a story. Thank you again!

Heather Crawford and Family, Daughter and Family of Penelope A. Crawford

Your comments about our staff: Professional, exceptional.

Would you refer us to others? Yes. Todd made this painful process simple and uncomplicated. We felt very comfortable and respected.

Judy A. Damen, daughter of Joyce E. Ayers

Would you refer us to others? Yes. Todd helped me so much. I've heard people say they couldn't get through this without him…now I know!

William E. Mihalov, Widower of Roxanne J. Mihalov

Your comments about our staff: Everyone was very attentive and caring. A very professional staff. Thanks Matt and Todd.

Additional comments: Debe was excellent.

Patricia A. Lehr, Widow of Carl W. Lehr

Your comments about our staff: Friendly and accommodating.

Would you refer us to others? Yes. We've had the unfortunate circumstances of the loss of four loved ones from 3/17/18-7/20/18. We utilized your staff and facility and were pleased with all. It was especially comforting to have worked with Todd in March and most recently.

Karen D. Kessler, Daughter of Robert J. Gold

Your comments about our staff: Very friendly and helpful. Todd made everything very easy, even from 200 miles away.

Would you refer us to others? Yes. Made the whole process very easy. Also, the staff was very friendly and helpful, plus professional.

Corey L. Heindel, Son of Steven C. Heindel

Your comments about our staff: My experience at Heffner Funeral Chapel & Crematory was exceptional. The staff was extraordinary. I am so grateful I chose your business for my wife's cremation and funeral.

Please check the most important reason for selecting us: Location. I am fortunate your business is part of my community.

Would you refer us to others? Yes. I will always refer your business as the <u>BEST</u> in the area for the care of a loved one. My experience far exceeded what I expected. Thank you so much.

Additional comments: I wrote Todd and the staff earlier this year of the impact they all have made on me. Their actions have helped me tremendously. Also, thank you to Ernie Heffner for his note and kind words. It really meant a lot to me. Thank you.

At the beginning, my initial thoughts were about price and costs. I have little experience in planning for a loved ones passing, especially a spouse. It turns out, there is no price one can put on the experience and the impact of the highest quality care that your extraordinary staff has provided me, and how it has helped me with my wife's passing, in a most profound way. I am eternally grateful. Sincerely,

Arthur McFeaters, III, Widower of H. Elaine McFeaters

Your comments about our staff: Todd Eckert was very professional and answered my emails very quickly.

Would you refer us to others? Yes. We were extremely pleased with your services. Todd took care of every detail for us. Most importantly, my mom looked beautiful. I was worried about seeing her but she was so well taken care of and looked just like herself. Thank you.

Kara C. Hetrick, Daughter of Kathleen R. Ciccone

Your comments about our staff: Staff is professional and attentive. Todd Eckert was respectful and helpful. Took the time to explain the full range of services with no pressure. The office staff was informed and aware. I didn't need to explain why I was there. Everything was ready as promised.

Would you refer us to others? Yes. Your professionalism instills confidence. I felt supported and properly informed and directed during a time when I needed it most.

Kathy E. Hutchinson, Widow of Randolph M. Hutchinson

Your comments about our staff: Excellent—exceeded all expectations. Todd Eckert was wonderful.

Linda L. Michael, Daughter of Caroline E. Hanna

Your comments about our staff: Todd Eckert was very easy to speak to. He was informative and efficient. Tasks were completed to my satisfaction. His follow up emails are commendable!

Christopher A. Kelly, Nephew of Ruth N. Kelly

Would you refer us to others? Yes. Very professional. Todd was great. Thank you.

Charles I. Markle, Widower of Sandra K. Markle

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: All staff members were extremely helpful and compassionate from my very first phone call to get information, until everything was finalized.

Would you refer us to others? Yes. I've been telling many friends and family members what a positive experience we had with Heffner.

In January of 2018, when it became apparent that my mother was at the end of life, I made a call to Heffner to get information. I was an emotional wreck at that time, and I was immediately comforted by the receptionist there, and then also by Todd, who gave me the information I needed.

Two days after I made that call, my mother passed while in hospice care. I asked them to contact Heffner, and shortly thereafter, Scott Ball contacted me and guided and supported me and my family through the entire process. He was very helpful, patient, compassionate and comforting. He helped make a very difficult situation a lot easier to handle. We also were very pleased with the extra touches.

We were extremely pleased with Heffner Funeral Chapel & Crematory from start to finish, and would definitely recommend your services. Thank you to everyone who assisted us during this very difficult time.

Mrs. April Peffer, Daughter of Betty J. Martz

Your comments about our staff: Absolutely wonderful. Todd was wonderful! I could not have done it without his help.

Would you refer us to others? Yes. The entire staff was compassionate and caring.

Nancy Walls, Niece of Laurabelle G. Anderson

Your comments about our staff: Todd was very professional and comforting at the same time. As a result, I felt at ease with him.

Would you refer us to others? Yes. We weren't hurried during interactions. Staff was accommodating to our needs.

Michele L. Giano, Widow of Jeffrey J. Giano

Your comments about our staff: Todd, whom I had as a student, did a fine job for us. He was not able to be at my mother's service, but had everything covered with competent staff.

Would you refer us to others? Yes. Just good service.

Name Withheld by Request

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

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

Kathy L. Estep, Widow of Robert A. Estep

Your comments about our staff: All in all, things were nicely done and Todd nicely handled walking us through a somewhat more complex out-of-state funeral/burial/pre-arranged process.

Jeanne M. Hyland, Daughter of Kerwin E. Hyland, Jr.

Your comments about our staff: Todd was very helpful and answered all our concerns. Everything was done in a very professional and caring manner. Thank you.

Nancy Botts, Daughter of Charles L. Bonner

Your comments about our staff: Superstars, top to bottom. Todd and crew were simply great.

Would you refer us to others? Yes. Top notch organization. Beautiful facility.

Richard H. Ryan, Jr., Son of Margaret T. Ryan

Your comments about our staff: Todd, Betty and Jess did an excellent job. Todd's attention to detail and thoughtfulness was especially appreciated.

Would you refer us to others? Yes. I've known Ernie for almost 30 years and had total confidence that his associates would do an excellent job.

Morgan Plant, Spouse of Carole Frantz Alexy

Your comments about our staff: Everyone on staff was so helpful. I worked with Todd directly and he made the process seamless.

Charles S. Pickles, Widower of Diane Pickles

Your comments about our staff: From our first phone call, through our meetings and all the additional calls I made to you for questions, Todd and the other staff members went above and beyond my expectations. You made a very difficult time for me and my family so much easier. I could not be more grateful!

Would you refer us to others? Yes. Especially for those who have never had to make final arrangements for a loved one, Heffner Funeral Home will patiently work to meet your every need. There is no hard sell on anything. They simply present your options, answer any questions, and carry out your wishes—Done! Very kind and compassionate people.

KeriAn Cross, Widow of Dean W. Cross

Your comments about our staff: Todd handled my mom's arrangements. He and everyone else who was involved, provided the highest level of professionalism, compassion, and presence to the moment. Thank you.

Would you refer us to others? Yes. During such a challenging time, you made decisions and planning as easy as we could ever imagine. And you were incredibly accommodating.

Additional comments: Ernie & Todd, Words can't express how deeply we appreciate how respectful and loving you were. It meant a lot to my dad and family. Warmly,

Susan J. Lacy, daughter of Betty L. Lacy

Your comments about our staff: Everyone was extremely kind and caring**.** I know you all "do this stuff everyday", but I felt comfortable with Todd right away.

Denise M. Morton, Widow of John L. Morton

Would you refer us to others? Yes. Mr. Eckert was wonderful the day of service. I did not have to worry about anything.

Donna L. Quickel, Daughter of Vera M. Godfrey

Your comments about our staff: Todd had a difficult task as we are not residents of Pennsylvania and had to communicate through phone calls. Everything our aunt had requested, as well as our requests, was perfect. Todd was a great asset to all.

Would you refer us to others? Yes. Todd went above and beyond with the services he provided. Thank you for your care and consideration.

Charles and Carol Hensel, Nephew and Niece of Mary L. Null

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: We worked with Todd. He was kind, professional, and extremely helpful. Staff at memorial service also did an excellent job. We were also very pleased at the job done preparing my father for our private viewing.

Louann Stetler, Daughter of Kenneth W. Rieck

Your comments about our staff: Words can't express the appreciation my family and I have for you and your staff. Todd was just fantastic to work with. Very caring!

Would you refer us to others? Absolutely!

Lori A. Kain, Daughter of Eugene D. Hemmann

Your comments about our staff: Todd was great. When I stopped in the day after the service to pick up the paperwork, Collee Ann said she knew me. Turns out we both were members of the same church. It was so nice of her to mention that she knew me. My mom enjoyed Collee Ann in her Sunday school class. Collee Ann then included a nice note when she sent me the pages with the pictures of the flowers from the service.

Deborah C. Keeports, Daughter of Theodore G. Keeports

Your comments about our staff: Todd Eckert was outstanding and professional in all aspects.

Name Withheld by Request

Your comments about our staff: Todd was very nice and helpful.

Name Withheld by Request

Your comments about our staff: Todd was very helpful and answered all questions we had. Todd made this process easy considering the circumstances. Thank you!

Would you refer us to others? Yes. We do not live in the area, but on June 8, 2017 I lost my mother and was wishing your facility and services were closer. Thank you for everything.

Bridget Zimmerman, Friend of Malinda M. Jones

Your comments about our staff: Todd was helpful and patient with me. There was never a time when I felt like a burden. Thank you!

Monique Massa Burgos, Daughter of Henry Massa

Your comments about our staff: My husband passed away very suddenly. Todd took care of all arrangements and I couldn't be more satisfied. He answered all questions and took care of everything, even traveling to cemetery in Baltimore for burial.

Would you refer us to others? Yes. I have told several friends and neighbors about your caring and excellent service.

Name Withheld by Request

Your comments about our staff: Everyone was extremely kind and helpful during our time of grieving. They made a difficult time easier to get through. Todd made sure all our decisions were carried out.

Would you refer us to others? Yes. The funeral was done as John and I had planned and your employees made sure things were done smoothly.

Additional comments: I thought John looked exceptionally good for the way the cancer had taken a toll on his body and everyone remarked on how well he looked. Thank you Todd for all your work to make John's going away as good as it was under the circumstances. I appreciate all your employees' kindness to John's family and me. Todd was extremely helpful in making decisions. I would definitely give my recommendation to use your funeral home.

Elaine R Crumling, Widow of John H. Crumling, Jr.

Your comments about our staff: Todd was efficient, attentive, helpful, courteous, as was all of the staff. Jessica was also all of the above, when she came to my home to take my mother's body.

Would you refer us to others? Yes, I have many times. Your facility is centrally located. It's beautiful inside and out. The staff are top-notch. The stylist not only fixed my mother's hair beautifully, but also her nails—she looked wonderful.

Additional comments: Every detail was taken care of promptly and efficiently. I was so pleased at how nice my mother looked, and everyone else thought so too.

Anita Mitchell, Daughter of Marie D. Lehigh

Your comments about our staff: Todd and staff were excellent to work with—thorough, not pushy, only gave opinions when I asked for it. Listened!!

Name Withheld by Request

Your comments about our staff: Todd was wonderful. Always made everything as easy as possible for us.

Susan L. Mansberger, Daughter of Larry R. Hughes, Sr.

Your comments about our staff: I can't say enough about Todd Eckert and his combination of professionalism, competency and compassion. He was aware at all times of the grief we were experiencing and treated us with care, compassion, sensitivity and warmth. At the same time, he was utterly professional, knowledgeable and competent. He seems very well in tune with his job and the people with whom he must interact.

In addition to Todd, the other thing that impressed me deeply was the care and attention with which my mother was handled. Even though she was being cremated, she was presented very nicely to my brother and I for identification. I can't tell you how deeply that touched me. Thanks to you, the final image I will have of my mother is an image of her resting peacefully, dressed just as she would have for church on a Sunday morning.

Finally, your facilities were warm, inviting and very tastefully done. I immediately felt a sense of comfort upon walking through your doors. Overall, a very well done job for a very difficult and emotional situation.

Would you refer us to others? Yes. I would refer you based on my interactions with Todd, and also, the professionalism, courtesy and overall warmth of your facility.

Name Withheld by Request

Your comments about our staff: Initially decided not to have cover and chairs at cemetery, but it was a rainy day and Todd provided the cover.

Lowell H. Anstine, Son of Goldie E. Anstine

Your comments about our staff: Every staff member we dealt with was very kind and took care of every single need we had, with a smile.

Additional comments: My Dad and I want to thank you for everything you did to make our experience feel easier to handle. From our initial meeting with Todd at my parent's home, to the follow-up, all of the flexibility, care, compassion—every part of the process was well beyond our expectations. When the "super hero" ladies came to the house when Mom passed away, we were so happy with how they handled things. Finally, your facility is very comforting and feels very inviting and warm. Thank you so very much for going above in every way!

Michael Nowicki and Tricia Kulisiewicz, Widower and daughter of Linda M. Nowicki

Your comments about our staff: Todd and his staff provided excellent service. Everything was explained in detail. Although Todd was unavailable on the day of the service, Matt and staff provided awesome service. Really liked that Todd delivered my dad's remains to my house.

Would you refer us to others? Yes. Most definitely.

Carol A. Miller, daughter of Llewellyn B.F. Miller

Your comments about our staff: Todd Eckert went above and beyond for our family during the whole funeral process. During this difficult time, he made it seem effortless.

Would you refer us to others? Yes. Our family has used Heffner's on four occasions and every time your staff exceeds our expectations.

David A. Copenheaver, Son of Carol A. Grim

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: Todd was extremely helpful and professional. He answered all our family's questions and made sure the funeral service ran smoothly.

Mrs. Donna A. Benion, Daughter of Matilda P. Alabek

Your comments about our staff: Todd was so helpful in this difficult time. He is so knowledgeable and is certainly a value to your funeral home and the grieving families.

Dawn E. Warner, Widow of Larry V. Warner

Your comments about our staff: Thank you Todd for your compassion.

Name Withheld by Request

Your comments about our staff: Your staff that first welcomed us was very concerned and helpful. Your thoughtfulness and kindness couldn't have helped us more. Todd Eckert was so helpful with our planning. Very concerned and helpful with us.

Would you refer us to others? Yes. Thinking of you all in our sorrow and loss of Jim, Sr. He was a wonderful person. I thank God he and I had sixty-eight years of marriage. He was not only my husband, but my best friend. I loved him dearly.

Mrs. Janet M. McCauley, Widow of James C. McCauley, Sr.

Your comments about our staff: Your staff was wonderful and so kind to me and my family. Todd was especially professional and thought of everything to complete Frank's service and burial. Dave Folkemer is a personal friend and so helpful too.

Would you refer us to others? Yes. We had pre-arranged many years ago and everything went as planned, including arranging for a bagpiper to play at the service and for military honor services at the cemetery. Both things were especially special for our family. Thanks so much for all you did.

Additional comments: Since Frank passed away in the Pittsburgh area, we really appreciated your cooperation with the Jobes Funeral Home in Monroeville (friends of my daughter, Julie, and her husband) in their picking up Frank's body and preparing it for transport to York. It made everything easier for us all. So again, thank you for your staff and all the cooperation we received. It made a difficult time so much easier for all of us.

Carolyn E. Shaffer, Widow of Frank M. Shaffer, Jr.

Your comments about our staff: Todd Eckert was very courteous, knowledgeable, and very helpful in this difficult time.

Would you refer us to others? Yes. Despite the loss of my mother, I had a very positive experience. I appreciate the staff's courtesy and the atmosphere you created in your facility. Kudos to you!

Dr. Jadwiga B. Wojcicka, Daughter of Donata J. Wojcicka, MD

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

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

Your comments about our staff: Todd Eckert was responsive, helpful, ultra-professional and efficient, as well as genuinely caring.

Ellen Wilhite, Former wife of Stephen E. Wilhite

Your comments about our staff: Todd was very helpful. He answered all of my questions.

Name Withheld by Request

Your comments about our staff: Todd was great!

Susan D. Ferguson, Widow of Thomas E. Ferguson

Your comments about our staff: I was so grateful to have Todd's excellent and very warm help through these trying times. Thank you again.

Would you refer us to others? Yes. Your services were greatly appreciated and warmly offered. I am very grateful.

Mrs. Margaret Walters, Widow of Norman L. Walters

Your comments about our staff: There are none better than Todd and Matt. I've worked with them both personally and professionally and have always been impressed by the way they care and work with their clients.

Would you refer us to others? Yes. Quality of service, but most importantly the palpable sense of deep caring and willingness to meet every need.

Reverend Kathy Harvey Nelson, Daughter of Shirley J. Smeltzer

Your comments about our staff: Matt and Todd were very helpful to me and my family. We were able to honor my Mom's wishes and remember her in a peaceful way because of their guidance. Thank you.

Betsy M. Messner, Daughter of Maxine C. Knaub

Your comments about our staff: Your staff has prepared final arrangements for David Pace by Todd and Betty Pace by Jessica. Both individuals treated the family with the utmost respect, care and dignity. I am extremely grateful for the services provided to me.

Would you refer us to others? Yes. This is the fifth service Heffner/Beaver Urich has provided. All the family members wish to thank you for the job well done.

Mr. Gene E. Rehn, Sr., Brother of Betty A. Pace

Your comments about our staff: Staff worked with family as to articles of memory displayed in foyer and near casket and the inclusion of an honor guard. Todd was very helpful and informative.

Mary Ellen Minarik, Sister of Sheryl A. Dorney

Heffner Funeral,

Our entire experience with Heffner has been exceptional! The Heffner staff is personable, professional, and punctual. Ms. Smith was helpful, thorough, and articulate in helping us with pre-funeral arrangements that was done several months before Dad's passing. The same could be said of Mr. Eckert's performance from the moment Dad passed, and extended well into post-burial services. We were particularly impressed with his prompt replies to our calls, emails, and texts (often within 15 minutes), regardless of time of day or day of week. He honored all of our copious requests (some very detailed in nature) and favors asked.

Dad was prepared beautifully! Many of the older guests who have been to numerous funerals, expressed that Dad's appearance was unparalleled.

We will contact Heffner soon to execute mom's pre-funeral arrangements. Heffner will be highly recommended. Congratulations on Dad's successful funeral!

Kham Ngondara and Family, Son and Family of Khamphou D. Ngondara

Your comments about our staff: Jessica was wonderful when picking up my mother. She was very respectful of her and treated me with compassion and caring. Todd is great. He went over everything with my brother and me and arranged her service as per my mother's wishes. Both of my parents had pre-arranged their funerals making decisions for them much easier. I would definitely recommend Heffner to anyone.

Brenda McCleary, Daughter of Betty C. Wantland

Would you refer us to others? Yes. Staff was very helpful and professional throughout the contract execution. The whole service (viewing and burial) was successful and smooth. Todd was very helpful and considerate with all of our requests to accommodate our tradition and religion.

Ms. Tran Tran, Sister of Minh D. Tran

Would you refer us to others? Yes. Todd was very understanding, concerned, and comforting. The funeral book was excellent. Well thought out and prepared.

Steven E. Lehigh, Son of Edward R. Lehigh

Your comments about our staff: Todd Eckert is excellent.

Preston Innerst, Jr., Son of Carol J. Innerst

Your comments about our staff: Todd Eckert did an exceptional job. We were very satisfied.

Bonita L. Miller, Widow of Carl S. Miller

Your comments about our staff: Brigitte Morgan, Certified Celebrant, did an excellent service. At our family gathering following interment, several people commented to me that they thought she did a good job. I am acquainted with Todd Eckert through my friendship with his mother. He did an excellent job for me with his handling of my mother's service; above and beyond as I was told later by his mother-in-law that it was his day off! Death is a difficult thing, even when it is expected. Todd walked us through all the details and made it much more simple and doable. He is a very capable young man and I would recommend him whole heartedly to anyone.

Would you refer us to others? Yes. Staff, service, amenities—all excellent.

Joan F. Waltemyer, daughter of Cleo Fulton

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: I was impressed with Todd's ability to connect with each person present AND their individuality.

Name Withheld by Request

Your comments about our staff: Todd Eckert and the team are the most professional staff I have dealt with in a service sector. They have skills in customer service balanced with an attention to detail that makes you feel like everything will be taken care of, and it is!

Would you refer us to others? Yes. The staff is the first reason I would recommend Heffner's, but that is followed by the full array of services at one location (Kenneth Road), and the design, feel and convenience of the site.

Felicia S. Dell, Daughter of Lester A. Ferree

Your comments about our staff: Todd was very helpful throughout the entire process. Everything was as arranged.

Would you refer us to others? Yes.

Peter E. Partridge, Widower of Elizabeth K. Partridge

Your comments about our staff: Todd Eckert was wonderful, very caring and kind.

Judy Feltenberger, Widow of Lonnie J. Feltenberger

Your comments about our staff: Todd was unbelievably helpful, patient, courteous and kind. A+.

Name Withheld by Request

Your comments about our staff: Todd did a fabulous job. The service was wonderful and a great tribute to my father. We were very pleased with your staff throughout our experience. Thank you.

Adam C. Landis, Son of Gregory S. Landis

Your comments about our staff: Everyone was so nice and helpful.

Would you refer us to others? Yes. I was pleased with how everything was handled.

Additional comments: Todd was very helpful and made things as easy as possible. Everyone there was so nice.

Beckey A. Ogden, Daughter of Ned E. Heikes

Your comments about our staff: Todd was great!

Michael R. Gingerich, Executor for Erika A. Lehr

Your comments about our staff: Todd Eckert was kindly but professional. This was very helpful and kept our meetings from becoming emotional. We were very appreciative. To us, he is the epitome of a great funeral director.

Name Withheld by Request

Additional comments: Todd Eckert was kind, understanding and compassionate. He went over and above our expectations in taking care of the arrangements and our family. We would highly recommend him.

Gregory A. Koch, Son of Ralph H. Koch

Would you refer us to others? Yes. Todd and the girls at the front desk were great. Helped with everything. Cannot say enough about how great Todd was with our different situation. Cannot thank everyone enough.

Barbara A. Roberts, Mother of Terry A. Smith, II

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

Betsy Santiago, Daughter of Tomas Malave-Jimenez

Your comments about our staff: The staff in the office were very helpful and friendly. Todd was wonderful. He didn't make me feel like my questions weren't important. And at a time when I wasn't thinking straight, he explained everything in detail and repeated things until I understood. Thank you Todd.

Would you refer us to others? Yes. All my questions were answered and they let me know they were available to answer my questions, even after the service. It meant a lot at a difficult time.

Mrs. Lola Warner, Companion of David R. Warner

Your comments about our staff: Todd was really great and patient with us while planning my Mom's service. The staff did a great job with the picture slideshow and music. Very pleased and very much appreciated.

Ella Fritz, Daughter of Evelyn M. Saylor

Your comments about our staff: Todd was extremely helpful and the entire staff was very friendly, courteous and professional. We truly appreciate Todd's help and advice.

Keith and Kim Kinard, Parents of Hunter M. Kinard

Your comments about our staff: Your staff is outstanding. Megan is super. Jessica was also excellent. Todd handled all duties perfectly in the absence of Scott. Melinda was extremely personable. Everything was perfect!

Would you refer us to others? Yes. You are a premier funeral home. It is easy to see how you got to be #1 in York for so many years.

Mrs. Joann D. Spangler, Widow of Elwood C. Spangler

Your comments about our staff: Great job. If your job is to create a lasting impression, you were successful. Thank you Todd.

Dr. Dan A. Meisenhelder, Son of B. Joan Meisenhelder

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: Todd was very nice and caring. He helped me through a very sad time in my life. My mother was the most important person in my life, but he made it easier on me.

Would you refer us to others? Yes. Because I felt like Todd cared, and that is what a person needs at a time such as this. When a person loses a parent, it is very hard. Plus this has made me change how I want things done for when it's my time.

Susan G. Beard, Daughter of Myrtle F. Baer

Your comments about our staff: Todd Eckert did a professional job from beginning to end. He helped me through the process and made excellent recommendations to carry out a memorable occasion.

Would you refer us to others? Yes. I had many favorable comments at the service. A few said they were so impressed that they would contact Heffner when their needs arose.

Richard E. Rea, Son of Barbara K. Rea

Your comments about our staff: Todd Eckert was excellent.

Kathleen M. Schrader, Daughter of Beulah E. Hall

Your comments about our staff: Everything went off without a hitch. Comments/feedback ranged from "nicest service ever attended" to "seemed like something produced in Hollywood." You nailed it and Todd and staff could not have been more helpful during this difficult time.

Mrs. Bella M. Fix, Widow of Jeffrey E. Fix

Your comments about our staff: Todd Eckert represented Heffner very well! He made the process easy and conducted himself with utmost professionalism. Went over and beyond what I would have considered "standard".

Would you refer us to others? Yes. Nice, clean facility with lots of flexibility and options of service. Extremely courteous staff.

Noemi Trent, Daughter of Efren R. Navarro

Your comments about our staff: Todd Eckert could not have been any nicer. He gave us time to make our decisions about different things. He was there to greet us when we arrived to make arrangements and the funeral. The whole staff was great.

Would you refer us to others?: Everything was performed in a very professional manner. The neatness of the home spoke a lot of what to expect. Keep up the good work.

June L. Clinton, Widow of Arthur J. Clinton, Sr.

Your comments about our staff: Todd was very professional. So was other staff.

Name Withheld by Request

Would you refer us to others? Yes. We really liked Todd and the way my mother was prepared. She looked so beautiful, which she was.

Nancy L. Hake, Daughter of Dorcas C. Pickel

Your comments about our staff: We think that Todd did an excellent job. He made us feel like family and helped with everything. He is an asset to your services. Todd was greatly appreciated.

Mrs. Catherine R. Craley, Widow of Emerson L. Craley

Your comments about our staff: We worked primarily with Todd Eckert. He was absolutely wonderful. He anticipated our every need. We could not have asked for a better person to guide us through this process. His entire team worked well together. There are not enough superlatives to describe them.

Kathie Biggs, Daughter-in-Law of Pastor Donald L. Biggs

Your comments about our staff: Your entire staff was wonderful. They were gentle, caring and supportive every step of the way. This experience could have easily been overwhelming, but Scott Ball put us at ease and guided us through each step. During the viewing and the church service there was always someone right there anticipating our needs.
Would you refer us to others? Yes. We received many compliments on your lovely facility and attentive staff…from those who greeted us at the door, to those assisting with parking. Everyone was a wonderful blend of caring and professionalism.

Additional comments: Our dad, Donald Biggs, died in November, then Mom on March 31. Both of their deaths were unexpected. We were especially shocked that Mom died so soon after Dad. We live two hours from York and really had no idea what to expect. Fortunately, Dad pre-planned his funeral, leading us to Heffner's. Todd guided us through Dad's funeral and was so great we felt like he was a part of our family. We arrived back at Heffner's five short months later and it was like coming home. This time we worked with Scott who was equally wonderful. We feel blessed to have worked with your team during such a challenging time in our lives. We will always be grateful for the care you provided and will keep you in our thoughts and prayers. Sincerely,

David and Kathie Biggs, Son and Daughter-in-Law of Mary L. Biggs

Your comments about our staff: Todd and his staff did a great job handling my mom's funeral.

Mr. Paul F. Tice, Son of Marian L. Tice

Would you refer us to others? Yes. Todd went above and beyond to ensure heartfelt and speedy service.

Lisa R. Hanks, Daughter of Catherine A. Kraft

Your comments about our staff: Very compassionate with family. Never felt rushed or pressured during preparing final details for day of funeral service.

Would you refer us to others? Yes. Easy to work with and eager to satisfy our requests during the entire process from initial pick-up, to burial at cemetery. All involved were very professional but still showed compassion and grace to all our family members.

Additional comments: Todd and the staff that worked with us are excellent.

Austin "Sam" Corwell, Son of Austin G. Corwell

Your comments about our staff: Todd Eckert went above and beyond his job. He truly is a valuable asset to your business.

Donald R. Gordon, Son of Mildred M. Gordon

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: Since your funeral home and Todd Eckert took such care with my father, Robert when he passed away in April of 2013, it was only fitting that I call again for assistance when my mother, Irene, passed away on August 9, 2014. I was so relieved when Todd was the individual who showed up to take of my mother. Todd is a patient and caring individual who made such a difficult time easier for me. I can't say enough about how comforting it was to me knowing Todd was there for us again so soon. God bless you all for the 1st class service you provide. Thank you again.

Diana Sadowski, Daughter of Irene H. Frazier

Your comments about our staff: The staff, led by Todd Eckert, proved highly attentive and accommodating of ALL of our needs, which was greatly appreciated at a most difficult time for our family. I have nothing but positive feelings for our experience with your team at both the funeral home and during the church services. They handled each step with the utmost care and professionalism. Thank you!

Would you refer us to others? Yes. I was recommended to Heffner's by a fellow church member (St. Joseph's) and would not hesitate to refer others from my church.

Mrs. Kim Cuc Tran, Daughter of Dao T. Pham

Your comments about our staff: We were extremely pleased with everything, especially how good our mom looked. Thank you for your care and concern!

Would you refer us to others? Yes. When the church wasn't available, Todd offered the use of the funeral home for the service. This was a great relief for us. Thank you!

Joannie D. Schade, Daughter of Doris E. Smith

Your comments about our staff: Todd was excellent to work with. Very attentive to my 90 year old father when we were pre-arranging his funeral. Thank you Todd!

Susan K. Reiley, Daughter of Richard E. Ahalt

Your comments about our staff: Todd Eckert was professional and responsive, and Megan was patient and courteous. I always knew my questions would be answered and issues would be followed up before final decisions were made. My family members were so impressed with the service we received.

Would you refer us to others? Yes. The staff is attentive and professional. The facilities are warm and comforting. The cremation process was explained well and left no doubt about the integrity of the process.

Felicia S. Dell, Daughter of Leonarda S. Ferree

Your comments about our staff: Todd went above the call of duty to accommodate my wish to find a glass vessel to hold my brother's ashes. The small glass bottles were exactly what I wanted. All details of the service were handled with the utmost care.

Jane M. Bers, Sister of Edward P. Frantz

Your comments about our staff: Todd was perfect: concerned, considerate, totally professional. He helped make a very difficult situation as bearable as possible.

Robert C. Horn, Son of Suzanne M. Horn

Your comments about our staff: My sister and I preplanned our mother's funeral with Betty Frey. We did our final planning with Todd Eckert. Both were extremely professional and understanding. On the day of the funeral, we realized this was the perfect arrangement—so natural.

Would you refer us to others? Yes. Your professionalism and experience would lead me to recommend you, without reservation.

Judith D. Peterson, Daughter of Nan L. Fink

Would you refer us to others: Yes. Todd was wonderful. He came to my house and helped me the entire way.

Jennifer L. Kennedy, Widow of David A. Kennedy, Jr.

Your comments about our staff: Todd was extremely helpful. He truly made me feel cared for at such a time. When we needed to change places for the service, he worked with us very well.

Cheryl A. Brenneman, Daughter of June D. Lehr

Your comments about our staff: I had the pleasure of working with Todd Eckert throughout this difficult time. He was always willing to listen. He always explained things so I could understand and he was very helpful. This was a very difficult time for me and Todd did so much to help me through it.

Geneva L. Hoff, Widow of Larry E. Hoff

Your comments about our staff: Todd was the only person we worked with and he was extremely accommodating—explaining everything and answering our questions.

Would you refer us to others? Yes. Todd made the process as easy for us as he could.

Joyce E. Moser, Niece of Marjorie Coughenour

Your comments about our staff: Both Todd and Scott were very professional, attentive, and easy to work with.

Would you refer us to others? Yes. Very professional, with a personal touch.

Amy M. Strouse, Widow of Michael E. Strouse

Your comments about our staff: Todd was so caring—helpful and just such a nice man, both for my father's service in 2009, and now. So respectful—I can't say how much he helped us. Sincerely,

Connie I. Emswiler, Daughter of Esther I. Kauffman

Your comments about our staff: Todd, Scott, Megan and everyone else on your staff could not have possibly done a better job making a difficult situation practically as smooth as possible.

Would you refer us to others? Yes. We are new to the area and you came highly recommended to us by employees of Windsor Post Office. They, your staff, always put our needs and wants first. I wanted to thank everyone from the bottom of my heart for allowing my dad to leave this world the way he lived it—with dignity and respect. Thank you.

Robert Laimo, Son of Pasquale M. Laimo

Your comments about our staff: There are really not enough words to express how wonderful your staff is! Exceptional! Compassionate! Flexible! Amazing! Willing to go the extra mile on all things! Todd turned what was a hard time into a sigh of relief. Everything was handled to the utmost perfection!!!

Additional Comments: Thank you! Thank you! Thank you! Especially Todd—you are an amazing individual and so well suited for your profession. Thanks again.

Michele Record, Daughter of Philip D. Herman

Your comments about our staff: Found Todd very helpful and personable. With my personal situation, cremation made the most sense. Arrangements made quickly and easily.

The most important reason for selecting us: Reputation. Attendance at other funerals there.

Diane L. Wolf, Widow of Timothy B. Wolf

Your comments about our staff: Todd did an excellent job. He looked up and played 70's music.

Would you refer us to others? Yes. The facilities are very lovely.

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: Your staff was excellent. At a very difficult time in our lives, we were very comforted by your staff in knowing our father's wishes were being carried out.

Would you refer us to others? Yes. Todd was excellent to work with. I would recommend him to anyone.

Linda Cassel, Daughter of Joel E. Sponsler

Your comments about our staff: Everyone was very knowledgeable and helpful. I felt they wanted to please me and reduce the stress of a passing loved one. Thank you!

Additional comments: From the first day I talked to people in the York, PA location—about seven years ago—about setting up Mother's funeral needs, I knew I did not have to worry. Then when the time of Mother's home going came, Todd was exceptional in his interaction with me. And it was not just Todd, but everyone in the office. They put my needs first and that was very helpful at a very stressful time. Everyone in that office should be commended. Thank you so much.

Rev. Dennis L. Slothower, Son of Carolyn T. Slothower

Your comments about our staff: Todd made a very difficult time so much easier for my family and myself. He had all the answers before we even asked the questions. Very professional and knowledgeable of his job.

Would you refer us to others? Yes. For the reasons I stated above.

Charles E. Wherley, Widower of Kathryn L. Wherley

Your comments about our staff: Todd was great!!

Would you refer us to others? Yes. Todd was professional, courteous and diligent.

Peter G. Franzis, Son of Demetre G. Franzis

Your comments about our staff: Todd Eckert did an awesome job serving us!

Anthony L. Hoffman, Son of Levere L. Hoffman

Your comments about our staff: Todd did Mother's funeral. He was most kind to us, explained everything and made us feel comfortable. We appreciated his suggestions and were very pleased with the viewing, burial and service on Saturday. Everyone was so helpful to me and to my family. They made everything as easy as they could for all of us. My Daughters, who came from Pittsburgh and Australia, were happy with all the arrangements for their Grandmother. You could not have been more accommodating to all of us. Thank you so much for making a difficult time an easy time for us.
Would you refer us to others? Yes. We were pleased with my Father's funeral years ago and pleased with Mother's funeral too. My Husband and I also have pre-arranged our funerals with Heffners.

Mrs. Carolyn E. Shaffer, Daughter of Rebecca M. Shelly

Your comments about our staff: We appreciate the extra service provided. The number 4 on this form does not reflect the service Todd provided to us. He was exceptional in the service he provided to our family. He was very thoughtful and helped us through this difficult time.

Sandra L. Young, Daughter of Virginia L. Ginter

Your comments about our staff: Your staff member, Todd Eckert, should be commended for his kind handling of all funeral details. Our meetings with him were informative and he offered very practical advice for both the service and actions the family would need to take post-funeral.
Would you refer us to others? Yes. The facilities are beautiful, the deceased is treated with dignity, and mourners are greeted graciously.

Diane H. Logan, Daughter of Joyce I. Kerns

Your comments about our staff: Betty Frey was very helpful with the pre-need arrangements. Scott and Todd were very attentive and responded quickly with any questions. In the days leading to my Aunt's passing, I spoke with Louella. She is excellent at making sure everything is in place.

Would you refer us to others? Yes. The family farewell was just what several members of the family needed for closure. I had all positive comments. Thank you for making a very tense time flow smoothly.

Ruth Joynes, Niece of Joann Jennings

Your comments about our staff: Todd and Megan were very helpful during this difficult time. Thank you for taking the time to answer all my questions.

Would you refer us to others? Yes. Your facility is beautiful and very clean.

Donna J. Cataldi, Daughter of Geraldine M. Sweitzer

Your comments about our staff: Very friendly, competent and helpful. He offered to do more than we expected, making this an easy time for all of us. Todd is a true asset to your business, a very thorough and thoughtful person.

Viola R. Keeney, Widow of Clyde L. Keeney

Your comments about our staff: I was very grateful for and completely satisfied with the services provided by Todd Eckert and the staff at Heffner's following the death of my Mother. The manner in which all aspects of my Mother's funeral were efficiently and compassionately handled, gave me great peace of mind at such a sad time.

Would you refer us to others? Yes. I would highly recommend Heffner's with complete confidence to anyone in need of services following the death of a loved one. The assistance I received following the death of my Mother (and my Father in 2001), greatly eased the burden of funeral arrangements.

Pamela A. Rutledge, Daughter of Lucille M. Rutledge

Your comments about our staff: Todd was excellent. I can't think of anything that could have been done better!

Lisa Leone, Daughter of James F. Walker

Your comments about our staff: Thank you Ernie and Todd. You were so kind and compassionate to me while preparing for my mother's service. Thank you Ernie for your strong arm leaving the gravesite, going to our car.

Would you refer us to others? Yes—to anyone , because of the treatment I received. It was comforting and made things so much easier to handle.

Barbara A. Stephenson, Daughter of Charlotte M. Gallatin

Your comments about our staff: Everyone we dealt with was very kind and courteous. We worked with Todd arranging my Father's funeral in March 2010 and it was a pleasure working with him again for my Mother's funeral. His kindness, compassion and willingness to work with us on every detail was greatly appreciated. He made a difficult, sad time easier to deal with.

Would you refer us to others? Yes. The facility is beautiful, staff very professional, and attention to detail for burial and services was excellent.

Donna Fulk, Daughter of Margaret C. Wilt

Your comments about our staff: Todd was a great help and very courteous to our needs.

Teresa L. Watson, cousin of Frances C. Burke

Your comments about our staff: As always, staff was extremely courteous ad helpful. Todd once again kept me on task and made sure things were right.

Would you refer us to others?: Yes, your staff and process make a difficult time easier.

John Place, son of Barbara J. Place

Your comments about our staff: Very helpful in all aspects. Todd made me aware of benefits I was not aware I qualified for.

Thelma E. Driscoll, Widow of Mr. Driscoll

Your comments about our staff: Very pleased with prearrangements, and at the time of death, some details had to be changed. This process went very smoothly. Staff – very professional, and the facility very tasteful. Todd Eckert presented himself as being very thoughtful, respectful and dignified.

Would you refer us to others?: Pleased with attention to details. Did not have to worry about anything the day of the funeral.

Linda Diamond, daughter of Mary K. Williams

Your comments about our staff: We very much appreciate Todd's helpfulness and kind consideration to our family while planning and carrying through with our Husband and Father's funeral arrangements.

Name Withheld by Request

Your comments about our staff: Your staff is wonderful. Todd made me feel so comfortable and at ease at facing a difficult time. He covered items I wouldn't have thought of and his personality is the best.

Would you refer us to others?: After my husband's service, I received so many phone calls on how wonderful everything was handled, amazing on how you can make the deceased's family feel at peace. Thank you. Bonnie

J. O'Neil, Widow of Donald R. O'Neil

Your comments about our staff: Todd was extremely professional and very much appreciated; very pleased with the facility. Everyone at your funeral home was gracious.

Lisa W. Pate, sister of James K. Chilcoat, Jr

Would you refer us to others?: Yes, Heffner has a wonderful reputation. Pre-arranging is also a definite plus. Not having to make difficult decisions at a difficult time.

Additional comments: Todd was extremely respectful in handling of my Father, from the very beginning when he came to take him from the home, up through the time he was laid to rest at the cemetery. He was also very courteous and respectful toward my family. He handled every detail of the arrangements professionally and compassionately, making this very difficult process a little easier.

Brenda McCleary, daughter of Dean S. Wantland

Your comments about our staff: Very helpful and very gracious.

Additional comments: Todd and the staff were very good and very gracious with all of the arrangements and are wonderful with every detail. Thank you so much for being you's . Please keep your super personality and the way you's do things; you made us feel as at ease as we could be and made everything so nice.

Dorothy Tutino, Widow of Michael Tutino

Your comments about our staff: Your staff was outstanding during our whole process of arranging the funeral service for our Mother. An excellent job done by all, especially Todd who took great care in everything he did.

Would you refer us to others?: Yes, Heffner is the best around, with a beautiful facility that completely satisfied our needs.

Rob Tracy, son of Marion W. Tracy

Your comments about our staff: Staff was kind and thoughtful and very professional, from moment we met. Todd was very, very kind and thoughtful and very sensitive, at this difficult time.

Additional Comments: Our family was very pleased with the Heffner staff; from the moment they walked into our home; Very professional and very kind and very helpful. They helped us through a process that was very difficult for our family. Since our family is very small and he was the first to pass, Heffner staff (esp. Todd) was very respectful and we were very happy with the service for my Dad. You have a wonderful staff! Thank you again,

Nancy Bretz, daughter of Arthur Nispel

Your comments about our staff: Todd was very compassionate and supportive.

Name Withheld by Request

Your comments about our staff: Todd was extremely kind, understanding, patient and professional.

Steve Blank, son of Elaine Blank

Your comments about our staff: Todd Eckert provided excellent and compassionate service.

Would you refer us to others?: I have lost two husbands. William Robinson died in2002. We had a traditional funeral in your chapel followed by burial in the Pittsburgh area. My second husband, Randell (Randy) Perrine wanted to be cremated, followed by scattering his ashes in the ocean. We followed his cremation with a memorial service at a church. Both times, your service was excellent. You thought of everything. I especially like, that when we planned the services, we sat in a relaxed setting around the table where we could laugh and cry and plan a service that comforted us.

Gloria Smith, Widow of Randell M. Perrine

Your comments about our staff: Could not have been kinder –everyone in the family was impressed. Todd did an excellent job!

Janet Overmiller, daughter of Catherine E Koontz

Your comments about our staff: Compassionate and professional are the best adjectives to describe <u>all</u> staff.

Would you refer us to others?: Yes, we would refer, but we don't have to. People have come to me with compliments, about something regarding the arrangements, and follow that with a statement about wanting to use Heffner's services when they need a funeral home.

Additional comments: We've used Heffner's twice within 3 ½ months, and attended a service for another friend within that time period. Todd was an important part of all three services; he had a close relationship with all three of the deceased. He handled himself professionally at all three services. I don't know how he does it. I pray he doesn't have to do that <u>ever</u> again.

Cindy E. Bacon, daughter of Ruth L. Eckert

Your comments about our staff: I was so pleased at how Todd made everything so easy for us. I was so pleased with how everything fell in place. Our greeter, we know her as "Boots", was wonderful as well.

Barbara Gemmill, Widow of Dale K. Gemmill

Your comments about our staff: Todd and crew were extremely helpful in a very difficult and confusing time. Thank you!!

John C. Place, Widower of Angela L. Place

Your comments about our staff: Todd Eckert handled everything for me to my complete satisfaction. I don't think I have ever had a more pleasant business relationship. He is a definite asset to your firm.

Would you refer us to others?: Your Kenneth Road facilities are pleasant, clean and beautiful. Staff is courteous, helpful. I'm glad I have my funeral needs prepaid at Kenneth Road. My second wife's funeral was held in 1983 at your funeral home.

Richard Mundis, half brother of Kenneth D. Mundis

Your comments about our staff: Everyone that I made contact with couldn't have been nicer or more helpful. Todd did a wonderful job in advising us, and carrying out the service, as we desired.

Mike Hershner, son of V. Arthur Hershner

Your comments about our staff: Todd was so kind and understanding.

Kenneth Burke, Widower of Eleanor L. Burke

Your comments about our staff: Your staff treated me with utmost kindness and consideration. I felt the caring as soon as I entered the facility. My entire family was treated with dignity and compassion. Thank you so much.

Would you refer us to others?; I have already recommended your service several times and will continue to do so. You made a very difficult time easier. Not one thing was left undone. You took care of everything.

Additional comments: To the entire staff, my heartfelt thanks, especially to Todd and Betty. They were so kind to all of us.

Judith Fuhrman, Widow of Robert A. Fuhrman

Would you refer us to others?: We appreciate Todd and Betty's communication with the cemetery.

Betty Hoffman, daughter of Mildred A. Schwartz

Your comments about our staff: Todd made us feel welcome the minute we stepped inside the door. He was very prepared and willing to accommodate us with whatever we asked. Thanks Todd!

Would you refer us to others?: Definitely!

Julia C. Steward, Widow of Michael J. Steward

Your comments about our staff: Todd was very understanding of our loss. He answered all of our questions and concerns. The day of the service, the entire Heffner staff was efficient and polite and again went beyond the requirements. Todd followed up after the service and my expectation were more than met.

Name Withheld by Request

Your comments about our staff: Everyone who helped us was great. Todd Eckert was our representative from your funeral chapel. Our funeral was a bit complicated as it was a full military one. Todd arranged, conducted, located, emailed, called and was absolutely wonderful throughout the entire process. Not only was he 100% professional, courteous, sympathetic, he was able to arrange the Arlington National Cemetery flawlessly. He also arranged the York County V.A, worked tirelessly on each detail – music, programs, and flowers. We – each family member – have been so happy with Todd and your funeral chapel. Each member of the staff also showed us the same courtesy and respect. Thank you!

Rita Morris Stanley, Widow of Sammy Ray Stanley

Your comments about our staff: Todd Eckert was <u>wonderful</u>. My expectations were greatly exceeded. He made a very difficult time so much easier.

Name Withheld by Request

Your comments about our staff: Todd Eckert is a very caring person. He couldn't have done anything more than he did. He helped us keep our sanity!

Would you refer us to others?: I have been to many funerals, and I can say that my Father's was the most beautiful and well organized!!

Michele Staub, daughter of Wilbert W. Godfrey, Sr.

Your comments about our staff: Our family was so impressed and grateful for all of Todd's help. He made this awful time bearable.

Name Withheld by Request

Your comments about our staff: Your staff went above and beyond. Everything was outstanding. Todd did an exceptional job. Office staff was very nice.

Would you refer us to others?: Todd made us feel so comfortable. He handled everything for us. At a time like this, tons of paperwork is something you don't need extra to do. Regardless, if this was pre-arranged, we would not of had second thoughts of going anywhere else. This is a top of the line funeral home.

Lori A. Villarreal, niece of Norma J. Wertz

Your comments about our staff: We dealt with Todd and were very impressed with his attention to detail for our Father's service. The compassion and concern shown to us was greatly appreciated.

Would you refer us to others?: We had compliments from family and friends about how nice everything was and how well everything was handled. The attention you give to every detail is wonderful. Thank you for a beautiful service.

Donna Fulk, daughter of Charles Wilt Jr.

Your comments about our staff: Todd was wonderful. Thank you!

Jacqueline Peterson, daughter of Mary C. Newcomer

Your comments about our staff: Todd was wonderful. He really seemed to know what my husband would have wanted. The Harley emblem on the vault was especially thoughtful.

Diana Spangler, Widow of Craig R. Spangler

Your comments about our staff: Todd was very helpful. He was very knowledgeable and professional as well. The staff that helped the day of the funeral was great!

Would you refer us to others?: Yes, I would certainly refer Heffner's Funeral Home. Everything was handled professionally. My family did not have to worry about anything. This was a great comfort to us!

Norma Bair, daughter of Reiko Fake

Your comments about our staff: I want to thank Todd Eckert for all his help. He is outstanding with his understanding of the worst time of my life. I can't say enough about him. He made everything as easy as possible. Most helpful SAK

Would you refer us to others?: Would recommend all your services. You have everything available that is needed or wanted.

Sandra A. Kern, Widow of Henry Kern

Your comments about our staff: Todd Eckert did an excellent job. All of our staff is very nice and friendly. They are also very courteous. They go out of their way to attend to the needs of family members.

Would you refer us to others?: I have had four family members use your services.

Rose M. Robinson, sister Betty L. Brenner

Your comments about our staff: Todd Eckert – what a warm caring man – he could not have been more helpful – He did an excellent job of helping our family through this difficult time. Thank you Todd!

Would you refer us to others?: When you are grieving – that's all you think about. Heffner's did an excellent job. I can't tell you how much that means.

Additional comments: My Mother is 84 and I know I will have to go through this again and thank God Heffner's will help me through it. Sincerely,

Connie Emswiler, daughter of William J. Kauffman

Your comments about our staff: Todd was extremely helpful and professional, during every stage of the funeral process.

Would you refer us to others?: This is a wonderful place, to have a funeral. If you had more room, it would be great to offer a place for a caterer to come in, and have the "after the service" get together.

William Gerhart, son of Angelina A. Gerhart

Your comments about our staff: Todd took great care of our needs and followed our wishes exactly. We (daughter Karen and I) were treated with great kindness.

Would you refer us to others?: It's so beautiful there and you are treated so kindly.

Janet Sipe, Widow of Kerwin Sipe

Would you refer us to others?: Todd was most courteous and professional. Everyone that we had contact with was respectful and always very polite. Todd took what was the worst possible event in our lives and made it possible to transition through with the least amount of worry. He and the other staff at Heffner's were wonderful. Thank you very much.

Michael J. Bunn, Father of Devin R. Bunn

Your comments about our staff: Todd Eckert is a true professional and a pleasure to work with. Everyone we had contact with was great.

Michael L. Gleim, son of Doris A. Gleim

Your comments about our staff: Once again Todd did a great job. We are pleased with his ability to be compassionate, yet professional. We wanted nothing but the best for my parents and I believe with Todd's help, we got just that.

Would you refer us to others?: Absolutely! My husband and I will use you ourselves. There are cheaper places, but the quality at those places is lacking. I believe your facility is the best.

Paulette Eppley, daughter of Floyd Reynolds

Additional comments: Because I was from out of state, I expected that there might be some difficulties making the final arrangements. However, that was not the case at all. Mr. Todd Eckert responded to the call from Country Meadows immediately. He contacted me and arranged to meet 12 hours later. In that short time, he managed to make most of the arrangements and contacts that needed to be done. When we arrived in York, the plans were concisely organized. Mr. Eckert was helpful in explaining what decisions we needed to make and even arranged an appointment with the local minister. We appreciated his efficiency in handling all the details of the funeral that took place on a holiday weekend (Labor Day). And, we were glad he could support us in our weekend of mixed emotions - understanding that we celebrated my daughter's wedding the day before the funeral.

Sue Ellen Conway, daughter of W. Clifton Matson

Your comments about our staff: Todd handled the entire process beyond my expectations!

Would you refer us to others?: The attention to detail was excellent. The staff attended to everyone and everything in a professionally gracious manner.

Donna Reeser, Widow of Daniel B. Reeser

Your comments about our staff: Todd and the staff were excellent. We are very pleased with the way my wife's service was arranged and the way the whole thing turned out!

Most important reason for selecting us: We selected Heffner's because you do everything in house.

Would you refer us to others?: As I stated above, we were pleased how everything went. This is a very difficult time and Todd and the staff helped to ease this part of the death of my wife. Thank you! Butch

Grover Amspacher, Widower of April P. Amspacher

Your comments about our staff: Todd was wonderful. He walked us through everything at our pace and let us lead with questions when we needed to and gave us time to discuss between ourselves to make the choices we wanted.

Would you refer us to others?: At a difficult time in our lives, he (Todd) made everything run smoothly and gave great support to family and friends.

Additional Comments: Todd, you were wonderful. Keep up your great work in helping family and friends through an emotionally hard time in al lives.

Colleen Thomas, daughter of James E. Thomas

Your comments about our staff: Todd was very compassionate, kind and attentive. I was extremely pleased with the service and it made a difficult situation better.

Kim Potter, Widow of Richard Potter

Your comments about our staff: They were so comforting and helpful to my whole family and myself, especially Todd. He was so patient and kind to all of us in our loss and need to plan the service. I know we were there for quite some time, but he never showed any signs at all of trying to get us out of there. We really needed and appreciated his time and concern for us all and he fulfilled all our special requests for the service. It made everyone of us feel better that we could do these special things for Gene at this special moment. Thank you!

Would you refer us to others?: Yes, because I had never planned a funeral before and didn't know here to begin. My family and I walked in and were greeted with care and concern for all of us. Feeling sad and confused, we were offered drinks and made very comfortable. Little did I know how much help we would get. Todd walked us through every step and told me everything that had to be done in paperwork, and the funeral. Also, all the special things you offer to make the loss of our loved one so special for us. Please accept my gratitude from all of us. You took all the worry off our shoulders. Give a special Thank You to Todd from all my family. Sincerely,

Mrs. Eugene Hays and family

Your comments about our staff: Everyone was so kind, sympathetic and understanding.

Additional comments: Todd Eckert was very helpful, professional and kind. Our family thanks Todd for all he did for us.

Lucreta Clark, Widow of Everett R. Clark

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

Nancy Bender, Widow of Howard R. Bender

Your comments about our staff: Words can't express how kind and helpful the entire staff (especially Todd ☺) was. Thank you.

Would you refer us to others?: Most definitely

Teresa A. Sloat, Widow of John C. Sloat

Additional Comments: Todd, At a time like this, certain things need to be done in a timely matter. Your service came through very well and smoothly. I know you are a business and must run like this, but I did not feel I was treated as a business prospect but as a friend. I wish to thank you for what you do very well.

David A. Rhoads, Widower of Julie M. Rhoads

Your comments about our staff: They were very professional and courteous in our time of need. We never felt rushed or pressured which was greatly appreciated, as this was something we never went through before. Thank you Todd Eckert and everyone else who helped!

Would you refer us to others?: The professionalism, the available video and sound system helped display how full our son's life was to the estimated 1000-1200 people that came to show respect.

Mike Naylor, father of Jeremy M. Naylor

Your comments about our staff: Everyone was very compassionate – did their absolute best to accommodate our requests and needs. It takes very special and caring people to work in this profession. Special thanks for all their professionalism, Matt, Todd, Carrie, everyone in the office, and anyone else who was so kind and patient.

Name Withheld by Request

Your comments about our staff: This was the 2nd time Mr. Todd Eckert has helped me with my needs for family members. He was very professional and made my task easier. Thank you Todd!

Would you refer us to others?: Yes, for all the above reasons.

William L. LaPrairie, cousin and executor for Isabel F. Folk

Your comments about our staff: Everyone I and my family/friends came in contact with was absolutely wonderful…pleasant, caring, professional. I did not have to worry about a thing. Todd was patient, helpful and kind. He knew exactly what to do and when to do it. I received <u>many</u> compliments on the service. Thank you, Todd!!

Heidi Parr, Widow of Craig A. Parr

Your comments about our staff: Todd was great!

Would you refer us to others?: Yes, Top notch in every way!

Linda White, daughter of Ekron W. Stover

Your comments about our staff: Todd could not have been better. All of our concerns were addressed quickly and professionally. He made this difficult time more bearable. His concern for her handling and the sharing of memories made him appear like one of the family, even though he had never met her before.

Most important reason for selecting us: Our Mother pre-arranged hers after how well my Father's was handled and she was treated.

Would you refer us to others?: Yes – in a heartbeat!

Kathy Sweitzer and Missy Senft,, daughters of Norma J. Davis

Your comments about our staff: Our family was very pleased with Todd's help during such a difficult time. He was always kind and courteous and helped make some decisions easier.

Would you refer us to others?: The staff was very courteous and helpful at all times.

Geraldine Rentzel, Widow of Jerry L. Rentzel

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

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

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

Bonita L. Julius, daughter of Mary T. Trone

Your comments about our staff: Excellent, very professional. Everything went accordingly as planned; special thanks to Todd Eckert, truly a valued member of the Heffner staff.

Michael Weinstein, son & executor for Eleanor Weinstein

Your comments about our staff: Not only were the staff very helpful; it was the extras like the detailed sign-in book, picture boards, water, parking lot attendants, elegance of home. The way Todd would try to accommodate just so everything was just perfect. Also stamping the Thank You cards.

Allison Wolfe, Widow of Dale A. Wolfe

Would you refer us to others?: In fact, my cremation will be handled by your funeral home. Also, I've told my friends how thoughtful and kind everyone was that I had contact with.

Additional Comments: Also want to make a special thanks to Mr. Eckert. He was so kind and thoughtful. You can be proud of having someone like him affiliated with your funeral home. Also liked the atmosphere of your funeral home. It was so pleasant & lovely. It made you feel like you were in your own home.

Mary Jane Moore, Aunt of Robert R. Blanch

Your comments about our staff: I felt Todd was not only professional but he was very sympathetic. So often these places and staff are very cold and uncaring. Not so in this case.

Paulette Eppley, daughter of Ethel M. Reynolds

Your comments about our staff; The service our family received could not be any better.

Would you refer us to others?: Mr. Eckert made a sad situation in our family so much easier. We would recommend your service to anyone. Thank you.

Ruth Jadro, Widow of Thomas Jadro

Additional comments: Todd was a great help. He was there for me every step of the way. Thanks, Todd and know that your personal touch made a difficult time more bearable.

Mrs. Geraldine Inskip, Widow of Calvin Inskip

Your comments about our staff: They were very warm and courteous. My experience is limited, but if I had hand picked Todd, I cannot imagine anyone who would fit better with my personality and perspective. He as very natural and matter of fact (professional) and I was very comfortable.

Would you refer us to others? I already have told people about how helpful Todd was and how comfortable the experience was for me.

Nancy Treadwell, Widow of Anthony Treadwell

Your comments about our staff: Todd Eckert & your entire staff were the epitome of excellent customer service & respect. Every aspect of the service for my daughter was dealt with in the above manner. Thank you for making this very difficult time a wonderful experience!

Would you refer us to others?: Absolutely & I already have. I plan to do some pre-planning for myself at your facility in the near future.

Bonita L. Julius, mother of Crickett Julius

Your comments about our staff: Our family dealt with Todd Eckert. I couldn't have been more pleased with his helpfulness. I will recommend him and Heffner's to everyone. He spent his time efficiently & went out of his way to answer all our questions & concerns.

Carla Lauer, daughter of E. Catherine Brown

Your comments about our staff: We were extremely pleased with Todd, he was very kind & kept everything running smoothly while we were all very emotional & upset. We appreciated all his attention to all the little details he provided. He is very good at what he does!!

Sharon K. Holder, Widow of Terry Holder

Your comments about our staff: Your staff, especially Todd was very helpful to me. He took care of a lot of things that I did not know to do.

Would you refer us to others?: Everyone of your staff was very helpful & I felt they went beyond my expectations.

Evangeline Herman, Widow of Frank E. Herman

Your comments about our staff: Todd Eckert consistently exceeded my expectations. His recommendations and caring attitude greatly aided my family through this most difficult time.

James E. Astor, son of Naomi E. Astor

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

Patrick Fongheiser, for Jennifer Fongheiser

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?: Todd was very helpful and courteous in every decision we made and with the money we had to work with. Thank you.

John Kane, grandson of Viola I. Walton

Your comments about our staff; Todd Eckert is what Excellent represents. He didn't miss a thing. He had the answers before we asked the questions. We were so pleased with the job he did. Please tell him how we feel. The Hanks Family per: Yale Hanks

Would you refer us to others?: I have indicated how we feel above. For my family's sake – I hope Todd is around when my time comes.

Yale, Widower of Miriam Hanks

Your comments about our staff: They, Todd, was very helpful. I came in there not knowing what to expect. He was great; helpful & understanding. Also, patient.

Theresea LaBounty for Carrie R. Good

Your comments about our staff: Mr. Todd Eckert was both professional & personal to me in my time of need. Thanks, Todd

Bill LaPrairie, Widower of Ruth LaPrairie

Your comments about our staff: Office staff as well as Todd were very helpful.

Patti Green, daughter of Robert E. Green Sr.

Your comments about our staff: Todd was just outstanding. We think very highly of his service. What a terrific person.

Would you refer us to others? Without hesitation!

Mark E. DeBowes, Sr., son of Emma C. DeBowes

Your comments about our Staff: Todd Eckert did a superior job at working with me and my family in working, through all of the funeral arrangements. I also greatly appreciate all of the work the office help did in putting everything together as well. I have heard many positive comments regarding the Thank You cards. Thank you!

Would you refer us to others: I was extremely pleased with your service and your costs, and I would let others know of my positive thoughts of your service.

Darryl J. Eyler, Widower of Jody Eyler

Todd was very professional, yet personable. This was my first experience and there were no other family members to help me with the arrangements. Todd never made me feel he was too busy to talk or answer my questions.

Name Withheld by Request

Todd was great. Everything was the best. Everyone was so thoughtful from the very first moment we called you until now. We had seen and been in for a viewing and loved the building and the appearance.

Several people who attended my husband's service said they liked your place and the manner everything was handled and were thinking of you if any need arises.

Lee Butcher, Widow of Thomas Butcher

Todd was a very nice and caring person. Very good funeral directors.

Dianne Shaeffer, Widow of Richard C. Shaeffer

Mr. Eckert was most thoughtful & helpful. He is an asset to your business.

Appreciated-contacting Social Security, the obituary article & very helpful with many details. Our Special Thanks.

Joann McKinsey, daughter of Paul Hartman

Todd Eckert did an excellent job of taking care of all of our needs. All of our concerns and requests were handled promptly and respectfully.

Rodney Jacoby, son of Jessie E. Jacoby

Todd and staff (including Pastor Starr) made this difficult time so stress-free for my family & me. We could not have imagined a better experience. Todd was professional, comforting, knowledgeable & thorough. Thanks so much!

Heffner made saying good-bye to my Mother wonderful and comforting. We will have only have excellent comments about Heffner & staff!

Catherine Anderson, daughter of Margaret Sanders

Todd was an incredible source of calmness & a resource to us during this difficult time. No request was too much, no detail was left undone. I would like to take the time to express my appreciation for the excellent job that Todd did with the recent death in our family. Of course, there is no way that your staff can take away the pain, but Todd went above and beyond to insure that we would not have the smallest distress from your end. He was very professional and patient with our family, as my sister developed the plans for the service. He offered help and guidance at every turn. The organization throughout was unforgettable. There was no detail left undone, no annoyances along the way. He returned each and every phone call promptly, and we did have quite a few. He offered suggestions, and gave us insight that helped to develop the arrangements.

As you well know, a funeral is a highly emotional time, and Todd recognized this and helped us through the emotions, and always knew just the right way to handle each situation. All of our friends and family remarked how wonderful the facility was and how nice the service was. Going to the cemetery could not have been easier, due to Todd's guidance. All of the cars were perfectly lined up, he took a back road route and drove very slowly. We did not lose one person along the way, and we arrived with no problem. The cemetery was set up nicely, and every last detail handled. Todd even offered to return the pedestals that we rented for flowers – again, going above and beyond. He brought the death certificates to the house, and brought the folder with flower cards and sign in book to us as well. That made it so much easier from a time and from an emotional standpoint.

Todd always conducted himself in a professional and caring manner, and executed our plans with precision. Initially, we had done the pre-funeral arrangements. Todd always made us feel that the funeral was as important to him as it was to us.

Again, I thank you and commend you for having such excellent people on your staff. He made a challenging situation easy and much less painful. Best regards,

Holly Bell for Genevieve Goodling

Todd was very professional while being respectful of our father/father-in-law, and caring towards us.

Deborah Rinehart, daughter-in-law of Charles H. Rinehart

Todd was very professional, courteous & efficient & knowledgeable. We were pleased.

Widow of Herbert A. Duscha

Todd was wonderful. Todd called me a few times to make sure everything was okay and made sure my Mother's nail polish was touched up. All staff was very pleasant.

Absolutely! Your kindness and caring was greatly appreciated at this time. We were very pleased as to how our mother looked as she got so thin & wasn't sure what could be done.

JoAnn King, daughter of Lottie A. Lauer

I felt very comfortable working with Todd Eckert. I never felt rushed and felt he was most interested in meeting our needs. His concern for doing what we wanted was quite evident. Everything was handled in a very satisfactory manner. I never worried that things would not be arranged as we had planned it. All the staff members I met were very professional and courteous. You fulfilled all my expectations.

Gerald E. Laughman, son of Romaine Laughman

Your services went far above what we expected and did not stop after the graveside portion of the funeral liturgy. You earn every penny of your expenses. I would suggest to anyone who has not yet made pre-arrangements, to talk to you. I'm sure my family can now vouch for your services also. Thank you, Todd for always being there for all of us. It is comforting to know that we can depend on you should there be a problem or we need answers/or assurance.

Jacqueline Kemper, Widow of Ray E. Kemper

Todd could not have been any better. He made a very difficult time easy to get through. He was professional but also friendly, warm and comforting. He also got things done quickly and answered all my questions in a timely manner. I would highly recommend him to anyone.

Sharon Anderson, daughter of Janice Williams

I couldn't have had a better experience! Thank you so much. Absolutely! The place was extremely clean and beautiful. Everyone went out of their way to accommodate our needs. Everything went as planned and better. I couldn't have made it through this time without the trust I had in Todd and the staff.
Todd – Thank you for being so kind and patient at this time. To lose my 7 year old, only child, was devastating! I had no clue what to do and what to expect. I was in no way prepared for a funeral and didn't know where to begin. Everything I asked for was done through you. You guided me and helped me make appropriate decisions from the start. I felt your compassion and understanding through it all even though I would have expected not since you see this on a daily basis! You and your entire staff went above and beyond what I had expected. It means a lot to me that her funeral was so "perfect" and you helped me accomplish that! With love,

Shannen Baker, mother of Cierra A. Lugo

Todd was very receptive. Office staff very nice to us.

Donna Hivner, daughter of Emory Funk

Todd & everyone on your staff was very compassionate! Todd was extremely helpful and made a difficult time a little easier!

Very considerate and helpful. Because of the spotless facilities, also the dignity and respect given to us.

Helen A. Flinchbaugh, Widow of Henry Flinchbaugh

Todd Was extremely comforting & helpful. He is a definite asset to your business. I have never planned a funeral before. Your planning was so complete that it helped me get through the difficult day.

Name Withheld by Request

Everything was handled very courteous, respectful to the deceased & very helpful to the survivors. We were asked what we wanted & gave us plenty of time to decide. Everyone was very soft & low-keyed just as if that was one of their loved ones.

Mr. Eckert was very warm & respectful to us. Changes I needed to make, because of family members arrangements, were worked in so smoothly & no big deal made about it. He made sure everything was explained to us & everything to our satisfaction. Very good at what he does.

Virginia M. Foster, Widow of Cleveland

Todd was very helpful, knowledgeable & courteous. He handled himself in a professional but friendly, caring way.

Wayne F. Werner, Widower of Susan Werner

Your staff is professional, accommodating, kind, courteous and caring. Todd was wonderful to my daughter and son-in-law and our family. Your facility is beautiful, peaceful and calming. Thank you!

Every request and detail was attended to with meticulous care. At the most difficult of times we were treated with dignity, respect and kindness. We were grateful for your assistance.

Margo Einsig, grandmother of Peyton Hines

Todd was absolutely wonderful. Everyone there was great. People at the service were impressed and said so.

Denise Melans, daughter of Rita E. Scheaffer

I can only say wonderful things about the professionalism of your staff. I must point out the service of Todd & Eugene and Lou.

Janice Marish, daughter of William Reisinger

Todd Eckert did an exceptional job in helping us during those several days. He answered all our questions and responded immediately. He did a wonderful job for my family. Also many good comments were made about the memorial folders and the guest register by people who attended the funeral. Terry deserved the Best, and Heffner's did that.

I would tell people how Todd helped us out, plus the beautiful surroundings there and the beautiful folders and register.

Judy Willis, sister of Terry Schrom

Todd Eckert was a guardian angel to me. He was so warm, kind, and caring. He answered all my questions, and handled every request. He did an outstanding job.

Heffner's is First Class. Beautiful inside, polite associates, caring people. Thank you so much."

Jeanne Miller, Widow of Clifford C. Miller

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

Your staff was tremendous, particularly Todd Eckert.

Patricia A. Reichley, daughter of Romaine Chronister

Todd Eckert and all of the staff were professional, kind and comforting. Very helpful!

You conducted my aunt's funeral in July, 2001 (Helen Jones) and now of course, my mother's. I could not have asked for any more professionalism, comfort and attention to detail. Thank you so very much.

Peggy A. Conrardy, daughter of Evelyn Dubbs

Everyone, especially Todd, was excellent and knew exactly what to do.

Jane Thoman, daughter of L. Harry Thoman

Todd Eckert was very kind, helpful, and professional. He answered our questions & explained our options. He made the process as easy as possible for my siblings and me. The facility is beautiful. Every staff member we've ever come into contact with has been pleasant & courteous.

Beth Moul, daughter of Betty Goodling

Your comments about our staff: Helpful, professional, quality service. A special note to thank Todd Eckert for going above and beyond what he had to do. Getting the funeral time changed was a huge deal for the family. (Concerning Grandson leaving for Air Force).

Would you refer us to others? Yes. For making a difficult time go smoothly and making things happen in a very professional way.

Name Withheld by Request

Your comments about our staff: Our father's viewing and funeral was very hard on our family. He died in Florida and we made all of the arrangements over the phone. Todd and Matt could not have been more helpful. Everything was beautiful and you thought of everything. When it is time for me to join my husband, my children will entrust that journey to you! Thank you for everything—you are appreciated!

Sandra Palmieri, Widow of Romualdo A. Palmieri, II

Your comments about our staff: Todd – No words can describe Todd. Great. Very personal – just a wonderful guy. <u>We Loved Todd</u>!!!!

Would you refer us to others? Yes. Great staff. Beautifully presented. <u>Just Great</u>.

Brenda Shue, Widow of Roger C. Shue

Your comments about our staff: Todd was helpful, knowledgeable, and very caring.

Would you refer us to others? Yes. My family has used your services for at least 4 generations.

Name Withheld by Request

Your comments about our staff: My family and I could not have been more pleased with the staff. Everyone we met was professional and very helpful. A special thank you to Todd and Betty who went out of their way to be kind and thoughtful.

Would you refer us to others? Yes. I would not hesitate to refer Olewiler and Heffner to anyone because of our own experience. Your staff and facility are excellent. I would also encourage pre-planning, it takes a lot of stress off the family. Thank you all very much. Sincerely,

Ferne Waltemyer, Widow of P. Thomas Waltemyer

Your comments about our staff: It was a busy week at the funeral home, but Todd performed everything we had pre-arranged. He was very helpful and professional.

Would you refer us to others? Yes. We are very grateful to the wonderful people at O&H.

Name Withheld by Request

Your comments about our staff: I stopped in the funeral home without an appointment and a licensed director was not available at that time. The two ladies in the office informed me that by law, they could not make any funeral arrangements. After about a half an hour conversation, they sent me home with several brochures dealing with services provided, costs, choices of various coffins and urns, and an appointment with Mr. Eckert the next day. When I first met with Mr. Eckert, he was extremely organized, very professional, and informative. Because I perused the brochures the evening before, there wasn't "sticker shock" at the cost. Mr. Eckert took detailed notes, asked pertinent questions, and delivered on all my requests and wishes. When informed that I had to make an official identification of my Father's body, I pictured Dad on a slab in a refrigerated locker covered with a sheet. Mr. Eckert had my Father dressed and presented on a sleigh bed in a viewing room. Saying goodbye to my Father in that atmosphere left a warmer and more personal memory etched into my mind. For that I am greatly appreciative.

Would you refer us to others? Yes. The facility is impressive. The service and its quality was beyond my expectations.

Richard E. Yuknavich, Son of William J. Yuknavich

Your comments about our Staff: Todd, all the funeral personnel (especially night of viewings watching my 6 year old Granddaughter) went over and above. The caring and concern were greatly appreciated. I could barely get through my Daughter Jen's sudden death at age 29. Being with Heffner's relieved <u>all my stress</u> regarding the funeral and what I needed to do so I didn't worry. We have lost 4 immediate family members over the past 2 years. <u>No</u> funeral and viewing was as exceptional as your facility.

Would you refer us to others? Yes. Everyone that came to the viewing, funeral couldn't say enough of the location**,** I have recommended Heffner's to everyone!

Patricia L. Robinson, Mother of Jennifer E. Staley

Your comments about our staff: Todd Eckert could not have completed the four areas any better. (B) especially!

Lois Millar, Widow of Richard B. Millar

Your comments about our staff: From the moment we made the phone call when Elizabeth had passed, until we drove away from the cemetery, everything was first class. Todd Eckert has exceptional qualities of professionalism, compassion, courtesy, and excellent ability which gave us complete confidence that everything was handled. We appreciated so much that you took care of everything which meant so much to us.

Dr. William H. Payne, Son of H. Elizabeth Payne

Your comments about our staff: Todd did an outstanding job helping us plan my Father's memorial service. We truly appreciated all of his help.

Would you refer us to others?: The staff is caring and friendly. The facility is beautiful with easy parking and access.

Del McChalicher, daughter of William A. Carlis, Sr.

Your comments about our staff: Both Scott and Todd went way above their duties--Thanks for including Jan Seitz.

Edward K. Norris, Nephew of Cecelia Crawford

Your comments about our staff: Everyone was very good and very helpful. Thank you and all the staff at Red Lion and especially Todd; he is an awesome guy. He helped me and our Kling family a lot. Sincerely,

Carol Boll, Daughter of Laura F. Kling

Your comments about our staff: Very friendly, very sympathetic, and paid attention to every detail.

Would you refer us to others?: Todd Eckert and the staff really helped ease the burden of taking care of things, I didn't know how to, or want to do myself.

Joshua L. Runkle, Widower of MaryAnn F. Runkle

Your comments about our staff: Todd was absolutely professional and personable. The women in the office were extremely helpful and very sweet. My husband was impressed with the gentlemen in the parking lot; very courteous and personable.

Would you refer us to others?: Yes, from beginning to end, I felt no pressure or stress. Your staff, especially Todd, made every step easy. I can't thank you enough for your compassion and attention to detail.

Valarie Shenberger, daughter of Frederick Warner

Your comments about our staff: Todd was very accommodating to our limited schedule. (for all three of us involved).

Name Withheld by Request

Your comments about our staff: Kudos to Todd!

Tom Johnson, brother of Philip S. Johnson

Your comments about our staff: Todd Eckert was caring and sincere. We know that this level of quality of care comes from attention to all aspects of need.

Lorraine N. Craley, Widow of Robert P. Craley

Your comments about our staff: Very friendly and considerate of your feelings. My sister (Nancy) was fixed up very nice. She would have enjoyed the DVD that, Todd, made along with all the arrangements. It was just beautiful. Thanks to Ernie and all of his staff.

Dawn Y. Shenberger, sister of Nancy A. Eckenrode

Your comments about our staff: Todd was outstanding.

DoreenY. Smith, daughter of Mary C. Young

Your comments about our staff: Everyone on your staff is great. Todd Eckert is exceptional. He is so kind and was so helpful with the arrangements, flowers, and just everything. He made it so much easier for us. I cannot tell you how much we appreciated him.

Name Withheld by Request

Your comments about our staff: Todd Eckert did an outstanding job. He was courteous, compassionate, and helpful. He was very prompt in returning emails regarding questions, and logistics. We were very impressed with his professional manner.

Ed and Sue Nelson, daughter and son-in-law of Lorraine Nissley

Your comments about our staff: Everyone was so kind and thoughtful. We especially thank Todd for all his help and understanding at this difficult time for our family.

Would you refer us to others?: We did not have to worry about anything. It was all taken care of by the staff.

Susan Criswell, daughter of William S. Hanna

Your comments about our staff: Our family worked with Todd Eckert. We could not have been more satisfied. Todd was professional and knowledgeable, yet pleasant, caring, seeing personally to all our questions and needs. We were so impressed with Todd that we plan to set up an appointment with him for our own needs, as soon as we determine what we want.

Would you refer us to others?: Yes, for all the reasons listed above. What an asset Todd is to your business!!

Shirley D. Ausherman, daughter of Erma F. McGuigan

Your comments about our staff: Todd Eckert did an exceptional job in covering everything that we asked. He helped ease what we thought was going to be a difficult process. His professionalism made this a comforting service for us. Thank you for everything.

Would you refer us to others?: Yes, if you want it to be right, there's no reason to go anywhere else. You are quality and class all the way.

Kevin Overmiller, father of Derrik R. Overmiller

Your comments about our staff: Todd was very understanding and helpful. The girls in the office were also very nice whenever I called. My Mother and I were pleased.

Greg Warner, son of Dean W. Warner

Your comments about our staff: Todd went above and beyond what was expected. He always acted professionally and with tremendous compassion and understanding. Other staff members were also courteous and helpful.

Would you refer us to others?: Yes, we have attended many funerals and memorial services at Heffner's. We've never had a bad experience. The facility is beautiful and very conducive for a respectful service.

Additional comments: I've had many people tell me about their positive experiences with Todd as the funeral director. This time I was able to experience it first-hand. Having our questions answered and feeling like there was nothing that was too much to ask for was a welcomed relief at a tremendously stressful time. Todd literally gave Derek the shirt off his back. What else could we have asked for?

Cindy and Marlyn Bacon, parents of Derek A. Bacon

Your comments about our staff: Todd Eckert was great! He helped me when I had no idea what to do. He made the loss of my husband easier to deal with since we did not have any arranged plans.

Would you refer us to others?: Todd was extremely helpful.

Heather Stone, Widow of Lynn E. Stone

Your comments about our staff: Todd was very polite and courteous. He made it all look very simple; and, was sympathetic with my feelings.

Carolyn Ellis, niece of Dorothy R. Markey

Your comments about our staff: Todd was very helpful. Your service was excellent. Your facility is lovely.

Richard Keesey, nephew of George A. Shaull

Your comments about our staff: Warm, friendly, sensitive to our needs, a feeling of comfort. All of this describes Todd and his staff. Thank you for you excellent care and attention to details.

Lindy Feeser, daughter of June E. Scantling

Additional comments: We were very appreciative of the respectful way that Mr. Todd Eckert handled all the details of the memorial service for our Mother, Hazel Snyder. Everything from the obituary, to the service, was conducted in a professional and dignified manner. The gentleman who directed the parking and lining up the cars, were skilled at their jobs also. Our feelings were considered throughout the arrangements and we thank Mr. Eckert for all his understanding.

V. Lorie Romesberg, daughter of Hazel M. Snyder

Your comments about our staff: You have a wonderful, and very thoughtful and caring personnel. I feel Todd and staff went over and above helping my family through this difficult time.

Would you refer us to others?: I recommend your funeral services because of the excellent service you provided us.

Joy L. Kite, Widow of Billy M. Kite Jr.

Your comments about our staff: I would like to commend Todd Eckert for his professionalism and outstanding service. He is a great asset to your company.

Erica Cover, daughter of Patricia J. Shaffer

Your comments about our staff: Our entire family commented repeatedly about the professional and very friendly and courteous attitude of the staff. Especially Todd Eckert who never overlooked anything. Do not change any of your guidelines for a successful and pleasant experience. Thank you ALL GREATLY! Your business is First CLASS!

Shirley J. Chronister and "Family" for Ruth E. Smith

Your comments about our staff: Everyone, from Todd the Funeral Director, down to the girls in the office, were so kind, courteous, and helpful in everything they did – even if we didn't ask. We were so pleased with everything starting with the planning – then the funeral itself.

Would you refer us to others?: We were so pleased with the services you provided that we would gladly recommend you to others.

Joan M. Frey, daughter of Grace Holtzapple

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: Todd was wonderful! Thank you so much for all the help.

Trinda Gulley, Widow of Timothy J. Gulley

Your comments about our staff: Very kind and efficient!

Would you refer us to others?: Todd Eckert and Matt Morris have been very kind and helpful.

Lucreta Clark, daughter of Lloyd G. Graham

Your comments about our staff: Todd was very professional and personal. His service to us was done with great compassion. He went out of his way to pick up information at my home.

Would you refer us to others?: We would be happy to have Todd's services for my Mother who has also pre-arranged her funeral with you.

Brenda Peters, daughter of Wilson E. Ness

Your comments about our staff: Todd was a very nice person to deal with; I just couldn't thank him enough. My family was very pleased with everything. Thanks again.

Rose Shelly for Gary A. Shelly

Your comments about our staff: Todd Eckert could not have been more sympathetic, thoughtful, courteous and kind. The burdens he relieved me of will be remembered with fondness and gratitude. His service to me was extraordinary and so praise worthy, he could not have done more for me than he did. Considering the situation and circumstances, Todd made it as easy to endure as possible. He has my heartfelt thanks.

Would you refer us to others?: That every detail and contingency were anticipated and addressed either in advance or immediately was a great comfort and evidence of Heffner's experience and congenial professionalism.

Joel Michael, son of Helen Michael

Your comments about our staff: Everyone was very helpful.

Additional comments: Scott did a wonderful job making sure everything went smoothly so that w could honor our Dad. We really appreciated Todd's willingness to come out to our Dad's home so that we could make arrangements in his final days.

Tina Fox, daughter of Clair L. Ness Jr.

Your comments about our staff: The following staff members helped our family. Louella and Todd. They were very knowledgeable of our needs. We were not rushed; they took the extra time to work with us. They did everything we wanted and more. You have an excellent team working for you. Thank you from the bottom of our hearts.

Would you refer us to others?: Family members and friends all commented on how beautiful everything looked. The video, the music and how courteous your staff members were when the entered the funeral home.

Additional comments: On behalf of my brothers and sisters, we would like to especially thank Louella for all the extra time she took to help us with arranging the pictures for the memorial folders. If her title is receptionist, she is much more than that. Just wanted you to know how kind and courteous she was to our family. It was a pleasure meeting her. We also want to say a special thank you to Todd who also helped us. He also went the extra mile to help us through a difficult time.

Linda Hershner, daughter of Evelyn Warner

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: Very kind and thoughtful.

Would you refer us to others?: It takes special people to comfort those who are grieving. You have the perfect staff. Thank you and God Bless.

Additional comments: I want to thank Todd and your entire staff for treating each member of our family as well as myself, with sympathy, love, and respect, making the loss of my husband, Ron Holtzinger, his viewing, funeral services, and his burial as easy on the family as possible. Thank you for allowing us to serve communion in the Funeral Home. Communion was an important part of Ron's life so it touched my heart to have this perfect ending to his service. God Bless each of you. May you continue to serve those grieving the loss of loved ones, with hearts filled with love and compassion. Sincerely and with love,

Iris (Ike) Holtzinger

Your comments about our staff: Went beyond call of duty. Todd and the office staff were absolutely terrific!

Would you refer us to others?: I worked for St. John's UCC in Red Lion as an office manager, people using Heffner's continually raved about the care and consideration given here.

Annetta Zea, daughter of Gordon Workman

Your comments about our staff: Always there to fill a need.

Additional comments: Todd, Thanks for your service.

Wayne Spyker for Edith F. Spyker

Your comments about our staff: Todd Eckert was very professional and courteous, but he was also very caring. I don't know how we would have made it through our son's funeral without him.

Additional comments: Your staff and facilities were wonderful. Todd made everything easy for us. I will always have a deep appreciation for all he did to make this easier for us.

Joan Dahr, Mother of Adam D. Dahr

Your comments about our staff: Todd was wonderful, understanding and very patient. This was a very difficult time but he helped us get through this from the planning to the service and afterwards.

Additional comments: I have to make sure I mention Matt Morris – I knew Matt and contacted him about my Mother's terminal illness. Matt made time for me to sit down and go over everything I asked him about. A lot of the decisions for my Mom's service were made prior to the service and I thank Matt for guiding me. This also helped with the smooth flow of our appointment with Todd. Smooth, meaning I already knew what we wanted. Matt also was kind enough to come work at my Mother's service – I would surely recommend Heffner.

Kenneth Firth and Alissa Rohrbaugh, husband and daughter of Delores Firth

Your comments about our staff: Todd was outstanding! Very professional, yet very kind.

Would you refer us to others?: Yes, the staff and the service we got were excellent.

Name Withheld by Request

Your comments about our staff: Todd's patience, knowledge and assistance were exceptional!

Name Withheld by Request

Additional Comments: I am grateful for the opportunity to offer my comments regarding my recent experience with Heffner Funeral Services. I have been extremely pleased with all aspects of services provided. All mattes were conducted in a professional and timely fashion. I would be remiss if I did not comment directly about the outstanding service provided by Todd Eckert. Five years ago, I had worked with Todd for the death of my grandmother and was very pleased with every aspect of his assistance. Just moments after being notified of the passing of my Mother, fortunately Todd was the next person that I spoke with. It was such a relief to hear his voice and to know that he was the professional that would be guiding me in the next step of this journey. I was confident all details would be handled with concern and kindness – I was not wrong. At a difficult time in my life Todd Eckert and the Heffner family made the days a little easier to cope with. Thank you for your outstanding service!

Brenda Keller, daughter of Iris V. Hivner

Your comments about our staff: Just seeing the face of our director, Todd Eckert took away our anxiety and anticipation of what was going to happen next in the loss of our precious Father and Grandfather. All phone calls were taken care of promptly and the requests followed through with immediately. The celebration planning was so successful because of his leading us and the service went so well. Thanks to you Todd, and all your staff.

Would you refer us to others?: Your funeral home takes away so much of the anxiety when we were all under stress and sorrow. After working previously with other facilities, there is no comparison. You do our thinking and planning when we are overwhelmed, but we always can make the final decisions. Thanks again,

The Strobeck family for Joseph A. Strobeck

Your comments about our staff: Todd was kind and helpful in every way. He was patient with my many questions and respectful of delicate family situations. I was also very appreciative of his help with VA and social security matters. The person answering the phone was also very helpful and knowledgeable.

Would you refer us to others?: It was so nice to know that everything was taken care of and I didn't have to worry about anything. Everyone was kind and courteous and helpful. I also really loved the picture DVD that played during the viewing - it was very well done. Thanks so much!

Patty Stetler, daughter of Harold V. Heffner

Your comments about our staff: Professional and respectful.

Would you refer us to others?: Todd Eckert did an excellent job in all details of Ronald's funeral arrangements. All the staff was very attentive to our needs during the viewing and at the church service.

Donna Smeltzer, Widow of Ronald E. Smeltzer

Your comments about our staff: Todd was a calming influence for us. He was available to us when we had questions and was extremely helpful. He is the right person for this job. The staff was caring and very helpful to us. Very organized and professional at church. We heard positive comments about the staff working the parking lot.

Would you refer us to others?: Your staff was pleasant, low key but available and made the services a good memory for all.

Cheri Miller, daughter-in-law of Pauline Wagner

Your comments about our staff: Todd was great. Todd is wonderful

Joy E. Shearer, Widow of William F. Shearer

Your comments about our staff: Todd was just GREAT! Everything a person needs to be at this time, Todd was.

Would you refer us to others? Clyde Snodgrass, Mary Snodgrass, Carl Rohacell and Walter Urey were all taken care of by you and that goes back a long time ago. We as a family, believe your services are just wonderful!

Darlene Grothe, Widow of Larry Grothe

Would you refer us to others?: The job was done right. I didn't feel pressured in any way.

Additional comments: Todd, you did a good job.

Todd Snyder, son of Nancy L. Snyder

Your comments about our staff: They were very courteous of our needs and feelings. Very good services, as we expected.

Additional comments: Todd was very helpful in helping us with what we needed. The staff was great and the setting was very beautiful.

The Dillmans, for George L. Dillman

Additional comments: Our family is grateful to the whole staff for everything. They made it as easy as a funeral can be I guess. Todd deserves extra praise in this lifetime and beyond for the job he does and for doing it so well. I hope he finds relief for the pain of misery that he deals with on a daily basis so that he can continue to be there for people. To Todd, the ladies in the office and to the staff that was there on the day of my husband's funeral. Thank you! from the bottom of my heart.

Lisa Rohrbaugh and family

Your comments about our staff: We were grateful and pleased with everything you and Todd did for our family of Nancy Lupton.

Sharon Butcher, daughter of Nancy Lupton

Additional Comments: I would like to express our family's appreciation for the very efficient manner in which Todd Eckert handled the arrangements recently for my husband's viewing and funeral service. If we had questions about anything, he was quick to say that he would take care of it for us, and he did just that! We want to say thank you to Todd and your staff for making us feel as comfortable as possible during this difficult time in the lives of our family! God Bless You!

Name Withheld by Request

Your comments about our staff: The staff was so friendly and compassionate, and were very accommodating to our needs, especially Todd Eckert. He was so professional and met all our needs.

Would you refer us to others?: I would definitely refer you to others. In the most difficult time of our lives, your staff was so helpful and made it easier to deal with all the arrangements. I was so very impressed by everyone.

Tina Boyer, Mother of Carrie A. Flory

Your comments about our staff: Todd Eckert did a wonderful job. I will be pre-arranging for myself in the near future.

Harold L. Miller, Widower of Edna G. Miller

Your comments about our staff: Todd was great. He did not rush us when we strayed off in another direction; and listened and answered even if he had just answered the same question.

Kay Vannoy, daughter of Alverta Henry

Your comments about our staff: Todd, our Funeral Director, was well organized and very helpful during a time when it was difficult to think clearly. His assistance was greatly appreciated.

June Cullen, daughter of Poy Lee

Your comments about our staff: Your staff was excellent. Todd Eckert was great to work with. He was very professional but also kind, laid-back. He is very good at what he does; easy to work with. When Todd was not there, the secretaries and other co-workers were a great help. Thank you.

Judy A. Kahler, daughter of June A. St. Clair

Your comments about our staff: Todd E. was just about perfect!

Would you refer us to others?: I would say a person couldn't do any better!

Dorothy Druce, Widow of Albert E. Druce

Your comments about our staff: Todd Eckert was very accommodating and met our needs.

Would you refer us to others?: Excellent staff and facility.

Terry Donecker, son of Leona L. Donecker

Your comments about our staff: Your staff is absolutely professional, kind & helpful. Todd went above & beyond expectations. He was <u>patient</u>, sympathetic, kind, helpful I cannot praise Todd enough.

Would you refer us to others: I've already recommended your funeral home to others, & will continue to do so.

Joan Smith, daughter of Erdean R. Hannigan

Your comments about our staff: Todd is a true professional!

Brother of Robert G. Eveler

Your comments about our staff: Todd Eckert & staff were excellent.

Samuel L. Seitz, son of Dora R. Seitz

Your comments about our staff: Todd Eckhart was very helpful, returned my phone call, in a short time, and answered all my questions.

Would you refer us to others?: Yes, very professional and courteous, plenty of convenient parking. I really like the laminated write up that was in the paper; they were very nicely done.

Jacki L. Simon, daughter of Anne M. Kengla

Your comments about our staff: Todd Eckert is an outstanding representative for your business; very caring and willing to serve our family.

Terry Donecker, son of Mylin Donecker

Your comments about our staff: Todd and your staff were very professional and caring.

Additional comments: The little things that were done for me is why Heffner Funeral Home is voted #1 in York Co.

Gloria Hershey, Widow of Charles Hershey

Your comments about our staff: They were most helpful & very compassionate. Very friendly to all who visited.; I couldn't have asked for a better group of people. Todd made everything flow so easily.

Would you refer us to others?: You did us a wonderful service. Your facility is beautiful & you made my Dad look really nice. I was very pleased with everything.

Christine P. Schweitzer, daughter of Samuel Liberto

Your comments about our staff: Your staff did a superb job. Todd made a difficult time much easier.

Would you refer us to others?: Your staff was very professional and your chapel is warm and comforting.

Name Withheld by Request

Your comments about our staff: Todd Eckert did an excellent job and arranged everything perfectly.

Preston Barshinger, son of Emmanual P. Barshinger

Your comments about our staff: Todd Eckert was an excellent representative to your funeral home. Not only was he helpful in every way but he was courteous and compassionate.

E. Elizabeth Fitz, Widow of Nelson H. Fitz Jr.

Your comments about our staff: What a blessing Todd Eckert and your entire staff were to us following my Dad's death. From the night of his passing even up to the present (the span of a month);, Dad and his beloved family were treated royally by your personnel. From the beautiful tri-fold to the viewing night to the present after-care-all services have been first rate and first class. As much as we mourn the loss of Dad, your care helped us to celebrate his life—one that was truly well lived. We cannot thank Todd, your office personnel, Joe, "Cots", enough.

Sue Shultz for Chester D. Rexroth

Your comments about our staff: Very courteous & sympathetic.

Would you refer us to others?: From the time my wife was picked up at the hospital to her burial at Yoe Cemetery, your staff acted in a very professional way. Todd Eckert was very helpful and sympathetic. The pre-arranged plans sure made it a lot less stressful for my children and myself at a very sad time of our lives. Your staff did a very professional job on our loved one. We as a family thank you and your staff very much. Thank you,

The Wynegar Family for Dorrea L. Wynegar

Your comments about our staff: Great. Todd the best I ever saw, next to my brother-in-law Jay Silar.

Would you refer us to others?: Everyone did a great job.

Widower of Brenda A. Grove

Your comments about our staff: It was a real comfort knowing Todd was taking care of Mother. He knew our needs before we did and every detail was handled with genuine care, dignity and respect.

Would you refer us to others?: All of your staff showed genuine care and concern for our family & friends right down to cups of cold water at the cemetery on a very hot day. All of our needs were cared for efficiently and professionally as I have always noticed when attending any services held by your funeral home.

Karen Miller, daughter of Norma Herbst

Your comments about our staff: Todd Eckert & all the staff were great. The service was beautiful & my wife looked so beautiful. Thank you so much for all you did for me and my family.

Would you refer us to others?: I told my family that is where I want to have my funeral.

Robert C. Clancy, Widower of Barbara A. Clancy

Your comments about our staff: Todd is such a nice young man! He is very capable and caring. He took care of such thanks as having the date engraved on the monument before I even thought of it. Everything was taken care of with our comfort in mind. He is a valuable asset to your services.

Would you refer us to others?: Your reputation and service is very comforting at a difficult time.

Catherine Dunbar, cousin of Margaret K. Wheat

Your comments about our staff: Everybody was very kind and thoughtful. Todd sure went the 2nd mile in making it a beautiful funeral.

Mildred Dennis, Widow of Lester Dennis Jr.

Todd Eckert is very professional in his work. He is a great asset to your company.

Would you refer us to others?" Your company met all my requirements.

Paul R. Geesey, son of Leola Geesey

Excellent, Todd was very helpful in several ways & worked with some unusual requests that we had.

Would you refer us to others?: Great job for such a miserable task.

Deborah Lowry, Widow of Richard A. Lowry, Sr.

Todd went out of his way to accommodate us with the folders. His caring and helpful attitude helped a great deal at this difficult time. He was very professional any very caring in everything he did for us.

Catherine Dunbar, Widow of Cecil Dunbar Jr.

Your comments about our staff: Todd was wonderfully supportive and nice to work with.

Donna Hivner for Devona Funk

Todd Eckert assisted/administered for us and we were very satisfied. He was attentive to detail, sensitive and careful with our feelings and input. (The newspaper obituary was accurate, e.g.). We are appreciative of his gifts & skills & authenticity – a rare combination in this field.

Name Withheld by Request

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

Brenda Saylor

Your staff went out of their way to be helpful and very courteous. Mr. Eckert was very respectful of our wishes and did a very excellent job.

I would refer your services because of the friendly and helpful service your staff gave to my family and myself. You made a very hard time in our lives a little less stressful. Thank you.

Peggy L. Hildebrand, daughter of Louise M. Mitzel

There really is no words to describe how wonderful you all were to us. Thank you. Because you all go above and beyond the call of duty. Thank you Todd for everything.

Mr. & Mrs. Terry L. Stough

I cannot begin to tell you what a wonderful staff of people they are. From beginning to end they all 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 spotless 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 whole staff was just awesome!

Tara Stanard, daughter of Thomas Paules

Todd, Thank you for your kindness to the Stough & Keener family. I was very impressed with your services. It was so delightful that I myself was thinking, this would be a place I would want my family to go for me. You all went above and beyond, what good people do. There is a special place for you all in heaven. Thank you so much for our love and compassion.

Teresa Leonard, the Stough & Keener family

Todd Eckert was very professional and a big help.

Anne Thompson, mother of Gabrielle Thompson

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

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

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

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

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

M. Dufek daughter of Diane Willwert

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

Mark Downs, son of Hazel R. Downs

Todd was a very efficient and personable! I was impressed how well everything was handled. It made a bad time quite a lot easier.

Kenneth B. Smith, son of Mae E. Smith

Todd was more than helpful during this difficult time. Our thanks to Todd and to all those in the office for their assistance.

Lois DeFreyre, daughter of Mildred Butterworth

Todd & Funeral Staff – I just wanted to share a little thanks for all that you've done for our family. Thank you for helping us make difficult decisions especially with the conflicts in our family. You were very understanding. I also wanted to thank whoever put the program together; it turned out beautiful. I am so glad we decided to do that; it lets everyone share the memories of my grandmother. Again thank you so much for your help. Your staff is very gracious and much appreciated.

Nicole, Robin, and family of Pauline A. Robinson

My family was so pleased with your service. It didn't take long before we put our complete trust in Todd. He took care of all our needs with ease and seemed happy to do so. Also, your office girls are the best. So helpful, friendly and caring. We feel we have gained a new family at Heffner Funeral Home. It would be our great pleasure to refer Heffner Funeral Home.

Marty Stepanic, Widow of Adam Stepanic

Considerate of all family members and their needs. Todd did an outstanding job. He did everything he said he would – plus more.

Milton Grove, son of Sterling D. Grove

Very friendly, helpful and knowledgeable. Todd did a wonderful job.

Anne Thompson, mother of Blake Thompson

Very friendly and helpful. Todd was excellent everything was the way he said it would be. He made me feel very comfortable. Excellent Service. Very helpful.

H. Thomas Kilburn Jr., son of Cora Kilburn

Todd was very helpful, compassionate, and still professional with every aspect of my contact with him. The few times I called for assistance, help was provided for me immediately and in a courteous manner. I was easily impressed with all aspects of your services. Our family had previously relied on a competitor for similar services, but will return to Heffner's in the future. We were very pleased!

Brenda Keller, granddaughter of Ruth V. Gibson

Everybody was extremely helpful and courteous. Todd was very thoughtful and professional during our time of need. When he said he would call you back he did no matter how trivial it seemed.

Glenn L. Smeltzer, Widower of Roxanne

I give them a perfect 10. I was so impressed, during my difficult time how kind and courteous everyone was. Todd Eckert was so informational, guided me through all aspects, I never had this experience before, and it was a sudden death. I couldn't get over staff, Richard opening doors for you, just giving his sympathy and respect. Thank you Todd, Richard & staff.

Even though it was a difficult time, I heard voices from my family, friends, co-workers. They NEVER EVER seen such a beautiful, caring, clean, professional funeral home as this one, and they've seen a lot. When the good Lord comes to take me home, I told my family just call Heffner Olewiler – they will handle it…

Linda DiMartino, Widow of John DiMartino

Polite and professional. We would recommend Todd to any one we know. You can be proud. Many family members commented how well they were treated by Todd. If all of your employees are as good with people as he, then why would anyone go elsewhere?

Bev Landis, sister in law of Kurt Wagner

Your comments about our staff: Everyone was very nice and helpful. Todd helped to make a very trying and difficult time a little easier. We feel Todd went beyond what he had to do to accommodate us and we appreciated that very much. We would consider Todd an asset to your services.

Would you refer us to others? Yes. Everything was handled with such care and understanding that we would recommend your facility to anyone.

Mary E. Runkle, Widow of John A. Runkle, Jr.

Your comments about our staff: Todd was there for our every need. It may be his job, but I think he goes above and beyond.

Would you refer us to others? Yes. My parents had pre-arrangements made years ago, but I've (we've) been there several times in the last several years. The place inside and out is very well kept. Everything inside is very neat and clean, and the staff is awesome!

Mrs. Cheryl M. Staub, Daughter of Catherine S. Stackhouse

Your comments about our staff: Todd and his staff were wonderful at attending to our needs during this tragic time. Have always been very pleased with the services both in the past and the present. Thank you so much to all of them.

Dottie Ness, Widow of Curtis R. Ness

Your comments about our staff: All personnel was extremely professional. Todd Eckert was excellent. He provided answers and directed the funeral program superb. Thank you Todd.

Would you refer us to others? Yes. Having pre-arranged our vault and casket was the best thing we ever did.

Mrs. Delores M. Nubile, Widow of Kenneth E. Nubile

Your comments about our staff: Our dad's services could not have been more perfect. Everything was more than I could ask for. The service was truly a reflection of my father's life—I couldn't have asked for better. Thank you so much Todd for being such a blessing at such a difficult time. (When I talked to the gal the AM that Dad passed, she said we had an appointment with Todd that day—I knew all would go good—we had Todd with my grandmother in 2003 and he was super then too!) It was a comfort as soon as I heard his name! Thanks so much!

Would you refer us to others? Yes. Absolutely! We have had four family members pass and we have had Heffner's each time. Some were pre-arranged, others not, but the services provided have always been great! Thank you so much!

Ms. Julie L. Gilbert, Daughter of Richard E. Gilbert

Your comments about our staff: Todd Eckert was especially kind and helpful—beyond just service.

Mr. Nicholas Klise, Widower of S. Morris West, Jr.

Your comments about our staff: If there was a higher rating than 4, you would have received it. How do you thank everyone involved? You took care of all our needs to perfection. Everything was done exactly as we wanted.

Would you refer us to others? Yes absolutely. Your whole staff was concerned about my husband's dignity and ours. Todd came to the house because of my bad knee. Everyone helped us at the gravesite. The honor guard was very professional. Because of your team, you made a very difficult situation easier.
Additional comments: Your team is the best of the best!!! It was wonderful that you have the beautiful chapel there. Anything we needed you had there for us without having to ask.

Mrs .Christine D. Pearson, Widow of Elmer R. Pearson

Would you refer us to others? Yes. Todd Eckert did an outstanding job of arranging everything exactly as we requested.

Vickie Dunlop, Daughter of Robert S. Frey

Your comments about our staff: Everyone was very respectful. Todd made the whole time much easier to deal with.

Would you refer us to others? Yes. I was listened to and no one got pushy. Everything was handled as per my request.

Deborah A. Smith, Widow of George R. Smith

Your comments about our staff: Todd Eckert could not have been more helpful in fulfilling my father's last wishes. He advised us as to many things we would have not thought of. I would certainly like to thank the staff at Heffner's for all the guidance.

Would you refer us to others? Yes. Everyone was most helpful and very professional in caring for our father.

Name Withheld by Request

Your comments about our staff: All the staff was professional and courteous. They don't treat their duties as a job and truly show empathy. Todd was extremely helpful.

Carol L. Dohn, Daughter of Daniel H. Sparks

Your comments about our staff: Todd was very helpful and made it very easy to finalize our plans.

Would you refer us to others? Yes. Very helpful when pre-planning with Betty a few years ago. This made things a lot easier when my mother passed.

Stacy M. Burke, Daughter of Betty J. Smeltzer

Additional comments: Todd was extremely professional in all his dealings with us.

Name withheld by Request

Would you refer us to others? Yes. Todd Eckert was our funeral director and he was very courteous and efficient. I would highly recommend him to anyone.

Isabel E. Rohrbaugh, Widow of Robert L. Rohrbaugh

Your comments about our staff: Todd Eckert was very professional and answered all my questions.

Name Withheld by Request

Your comments about our staff: Todd and his staff were extremely helpful and helped us greatly.

Mrs. Faye Quickel, Widow of Charles Coburn Quickel

Your comments about our staff: Todd was extremely helpful and thorough.

Name Withheld by Request

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

Would you refer us to others? Yes. We were impressed with your professionalism and the care Todd gave to the smallest detail.

Name Withheld by Request

Your comments about our staff: Todd and the staff were very concerned about our needs and met everyone of them. He spent time with us and answered all our questions. I was extremely impressed with everyone.

Would you refer us to others? Yes. I would recommend Olewiler & Heffner to everyone.

Michael M. Horner, Son-in-Law of Barbara E. Burns

Your comments about our staff: Todd E. Eckert and the staff were absolutely the best and all of the above. Please commend them for their work ethic—they were amazing.

Would you refer us to others? Yes. If you want a worry free experience, the Lenhart and Meckley families highly recommend Olewiler & Heffner. The service to our families was impeccable.

John S. Lenhart, Husband of Jane E. Lenhart

Your comments about our staff: Todd and the staff in Red Lion were wonderful!

Would you refer us to others? Yes. Walking through the death of a loved one is incredibly difficult. Through the entire process, Todd Eckert and the Red Lion team were gracious and kind. As they walked us through all the decisions to be made, they were not high pressure or "salesy" as I have experienced with other funeral homes. I would highly recommend Heffner Funeral Chapel and Crematory.

Additional comments: P.S.- The info on cremation and crematories on your website was <u>really</u> helpful. I'm sure some think it's too graphic or odd to have on there, but we found it very informative and helpful.

Carrie A. Christine, Daughter of Marjorie J. Christine

Your comments about our staff: Todd was great to work with, was willing to help with or explain anything we needed.

Would you refer us to others? Yes. Easy to work with.

Michael LaMotte, son of Roy L. LaMotte

Your comments about our staff: Todd Eckert was very professional and helpful. I came to him with many questions and concerns to make sure my grandmother's life insurance was going to be taken care of. He did just that and more than I ever expected. I really appreciate his help and understanding through this difficult time for my family and I. My grandmother's service was nice and just what I wanted. She looked good. Most of all, everything was taken care of and I had no worries. I would recommend Heffner's to anyone in need of this kind of service. Once again, thank you to Todd Eckert and your beautiful facility.

Christine Amspacher, Granddaughter of Rita B. Amspacher

Your comments about our staff: Todd Eckert came for my deceased sister and he was very courteous and helpful as to what I needed to do. Scott Ball helped to plan the service and explain everything (life insurance policies, etc.) and was very courteous and helpful that day and the day of the viewing and funeral service. I praise them both highly.

Would you refer us to others? Yes. My son-in-law and daughter recommended you, as you arranged his mother's funeral in June 2014, and they were very impressed and well pleased.

Mrs. Edith A. Seigman, Sister of Kathryn I. Godfrey

Your comments about our staff: Todd Eckert was very professional and caring to all our wishes and needs.

Would you refer us to others? Yes. Very courteous staff from office to people conducting service – very nice facility and taking care of every detail from beginning to end of service.

Mrs. Joni J. Oswald, daughter of Donald E. Geist

Your comments about our staff: We worked with Todd Eckert to plan my husband's funeral. I cannot express enough how much we appreciated his knowledge, sincerity, and compassion he provided to my family during this very difficult time. Todd made the task of planning Tim's funeral much easier. I would recommend Olewiler & Heffner to anyone who is in need of making funeral arrangements for a loved one.

Desiree Irvin, Widow of Timothy W. Irvin

Your comments about our staff: We dealt mostly with Todd who did an excellent job.

Robert H. Zeiders, Son of Carol L. Zeiders

Your comments about our staff: Todd exceeded my expectations! He made the job of settling my mom's estate much easier and less stressful. He acted in a very professional and conscientious manner.

Elizabeth A. Stump, Daughter of Delphia L. Proctor

Your comments about our staff: Just great, wonderful and compassionate at a very difficult time.

Would you refer us to others? Yes. You have shown professionalism and compassion for many years to my family and will continue to be the one I call when needed in the future.

Additional comments: Todd was very helpful to me and was understanding in assisting me thru a very emotional day.

Mrs. Carol J. Elfner, Widow of Raymond L. Elfner

Your comments about our staff: The entire staff did a great job helping us through this process. Special thanks to Todd for everything he did.

Dirk E. Markel, Son of Luther J. Markel

Your comments about our staff: Todd Eckert was outstanding! This is the second time we have dealt with Todd and he is amazing at his job! Many thanks to him and the entire staff for his kindness and all his help throughout this difficult process. Myself and family are grateful for all he did.

Kevin Brillhart, Son of Linda L. Brillhart

Todd & Eric were just great. Answered all our questions, took care of everything.

Nan Fischer, daughter of John Williams

The picture folder was remarked on by everyone at the viewing. It was such a nice part of the funeral. Todd was excellent!!

Lois S. Burger, niece of Effie M. Salseman

Your comments about our staff: I can't imagine how difficult it must be to meet a family and then attend to such personal business. Your staff treated us like they had known us before we needed them.

Most important reason for selecting us: Mother wanted to use the Lewisberry facility.

Would you refer us to others?: Your staff was easy to reach, Todd was easy to work with, the older staff at the church was thoughtful

Additional comments: It was funny to see how quickly Todd realized that Aunt Jane (Mother's sister) had some specific ideas about what should be done and that her opinions were fine with me.

Please thank Todd once again for the really good and kind service. Sincerely.

Name Withheld by Request

Your comments our staff: Todd, Amanda, Scott, Rev. Miller and the gentleman who assisted Amanda at the house and Scott at the gravesite were all very courteous and helpful.

Would you refer us to others?: Absolutely- everyone has to deal with this situation an all of you made the chore much less stressful. Thank you all very much.

Judy Bowling, daughter of Esther I. Bankers

Your comments about our staff: From my first contact, to the last, the people could not have been better or more caring.

Would you refer us to others?: Yes, my family was treated with the greatest respect and kindness through everything.

Additional comments: Todd was so nice and made the process much easier on all of the family. I thank him very much.

Valerie Howard, daughter of Elois L. Spangler

Your comments about our staff: Entire staff showed respect for family. All our requests were performed as requested. My Mother's presents expressed our memories of her in better times. Todd was a true professional in our meeting and carried out our wishes exactly.

Would you refer us to others?: Service was outstanding, from meeting with director, to end of memorial service. Every aspect of the service was excellent. Staff was professional and showed respect to family and guests.

Frank Failing, son of Margaret R. Failing

Your comments about our staff: Excellent service and attention to detail. Made a difficult and trying time much easier. Thanks to Todd Eckert.

Raymond Loboda, Son of Dolores A. Loboda

Your comments about our staff: Todd was very professional and compassionate. It was a pleasure dealing with him.

Name Withheld by Request

Would you refer us to others? Yes. Satisfactory service very good. Service was excellent. Todd Eckert was very pleasant and accommodating during a very difficult time.

Additional comments: The people at Beaver Urich funeral was very helpful to me and my family.

Name Withheld by Request

Your comments about our staff: Todd performed the service with care and compassion.

Betty A. Pace, Widow of David E. Pace

Your comments about our staff: Classic professionalism with a tower of warmth and humanity. Todd Eckert was great.

Would you refer us to others? Yes. For a small family, it is the perfect way to say goodbye with a touch of class and dignity.

Name Withheld by Request