Your Comments about Our Staff: Very professional and empathetic. Everything was explained clearly and completely, and follow-through was outstanding.

Carl Young, Widower of Bonnie L. Young

5-Star Google review was received, albeit without comments, from Mrs. Amy Hitz, a daughter of the late Mr. Jerry Crosser. Services were arranged by Nate Ray via our Kenneth Road chapel.

Your Comments about Our Staff: Professional, caring, responsive, well trained, knew what was needed.

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

Would you refer us to others? Yes. Easy to refer Heffner's when they are best in York and other nearby locations.

Name Withheld by Request

5-Star Google review was received from Mrs. Georgia Rayburn Smith regarding the passing of her father, Mr. George Henise. Services were arranged by Scott Ball via our Kenneth Road chapel.

The compassion that you showed the family was outstanding. When you came to the house after dad passed you did not rush through the process. You let everyone take their time to say goodbye. Especially mom. The details at the funeral were based on things that dad liked and that was such a special touch. Mom loves the sign in book with the personal pages in the front. Overall, we were so pleased with how understanding everyone was. You made a very hard day a little bit easier, and I can't thank you enough.

Georgia Rayburn

5-Star Google review was received from Mrs. Faye Rinker regarding the passing of her husband, Mr. Gary Rinker, Sr. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Heffner Funeral Chapel has the best, caring, supportive director and staff.

Faye Rinker

5-Star Google review was received from Mr. John Tran regarding the passing of his father, Mr. Michael Tran. Services were arranged by Ashley Matson via our Kenneth Road chapel.

If I could rate this more than 5 stars, I would. All the people there are very compassionate and caring. Everything exceeded expectations from the service to the staff.

John Tran

Would you refer us to others? Yes, very nice facility.

Brad Foltz, Nephew of the late Lois P. Gable

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

Would you refer us to others? Yes. Because of your compassion and understanding of a person's needs. Thank you.

Ellen K. Rose, Widow of Charles S. Rose

5-Star Google review was received from Mr. Steven Klinedinst regarding the passing of his father, Mr. Wilbur Klinedinst. Services were arranged by Liam Tomsic via our Kenneth Road chapel.

Extremely helpful guidance during a difficult time.

Steve Klinedinst

Your Comments about Our Staff: Staff was very courteous & detail oriented.

Please check the most important reason for selecting us. Pre-Arranged – Stipulated in Ellie's disposition of remains. Reputation. Previous Service.

Would you refer us to others? Yes. You all performed my late husband's funeral/services and I was very pleased. Ellie's service was just as we planned.

Bella Fix, Friend of the late Eleanor L. "Ellie" Gruver

Your Comments about Our Staff: The service was comforting and a wonderful tribute to Harry. Family and friends said the service was beautiful.

Please check the most important reason for selecting us. Previous Service

Would you refer us to others? Yes. Heffner's made funeral arrangements for family members, mother, father, mother-in-law, and now my husband, Harry.

Karen Stottlemyer, Widow of Harry Stottlemyer, Jr.

5-Star Google review was received from Mrs. Kelly Grimm regarding the passing of her mother, Mrs. Karen McCarthy. Services were arranged by Nate Ray via our Kenneth Road chapel.

Heffner Funeral Home was amazing. They supported us through every step and made the entire process as easy as possible. I will absolutely be using them for any services needed in the future. 100% recommended.

Kelly Grimm

5-Star Google review was received from Ms. Amy Rawhouser, sister of the late Mr. Ross Rawhouser. Services were arranged by Matt Morris via our Kenneth Road chapel.

Wonderful staff.

Amy Rawhouser

Would you refer us to others? Yes. You helped me through a trying time. Keep up the good work.

John H. Ettinger, Brother of the late James J. Ettinger, Jr.

Your Comments about Our Staff: Excellent service all around!

Would you refer us to others? Everything was perfect. Thank you!

Name Withheld by Request

5-Star Google review was received from Mrs. Michelle Sprenkle, a daughter of the late Mr. Dennis Enochs. Services were arranged by Scott Ball via our Kenneth Road chapel.

I was very pleased with how Heffner Funeral Chapel handled my dad's service from beginning to end. They were very helpful and pleasant with us and our family. I highly recommend them.

Michelle Sprenkle

Your Comments about Our Staff: All of the staff were very respectful and made you feel very comforted at a painful time.

Sandi Enochs, Widow of Dennis J. "Denny" Enochs

5-Star Google review, albeit without written comments, was received from Ms. Alesha Katalinas, a granddaughter of the late Mrs. Betty Campbell. Services were arranged by Andrew Hawkins via our Kenneth Road chapel.

Would you refer us to others? Yes. Heffner's handled a delicate and difficult family situation with grace and understanding. Probably the reason mom chose them for her pre-arrangements. She had been a hospice nurse prior to retirement and worked with many funeral homes, Heffner's was her first and only choice.

Rebecca A. Lauer, Daughter of the late LaVera J. Long

Your Comments about Our Staff: Very professional and very helpful. My wife and I will be coming for pre-arrangements for ourselves in the near future.

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

Harold R. Mann, Brother of the late Doris Jean Simmons

Your Comments about Our Staff: I only have good things to say about your staff. You all helped us get through a very difficult time. I will always recommend you to others in need of your services.

Teena Horst, Widow of Darrel Horst

Your Comments about Our Staff: Everyone was very professional and made a very hard and emotional process very comfortable.

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

Would you refer us to others? Yes. We used Heffner's for my grandfather back in the 90's. We were very pleased then and very much so now as well for my father Donald Green. We were very happy.

Susan Shanaman, Daughter of the late Donald Green

5-Star Google review was received from Mr. Michael Black, son of the late Mr. George Corney. Services were arranged by Todd Eckert via our Kenneth Road chapel.

The level of professionalism, expertise, care, and empathy was way beyond expectations. I highly recommend Heffner's as a provider of these services.

Mike Black

5-Star Google review was received from Ms. Christine Hanes, daughter of the late Mr. David Staley. Services were arranged by Todd Eckert via our Kenneth Road chapel.

I have gone to Heffner's for a total of 5 family members. They were kind, helpful, and professional. I have recommended Heffner's to other people and will continue to do so.

Christine Hanes

Your Comments about Our Staff: Level of expertise was beyond our expectation.

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

Mike Black, Son of the late George A. Corney, Jr.

Your Comments about Our Staff: Exceptional customer service, exceeding expectations. Meticulous attention to detail, prompt and courteous. With profound gratitude.

Name Withheld by Request

5-Star Google review was received from Mrs. Joanna Trainor, one of daughters of the late Mr. Paul Tice. Services were arranged by Isabella Elliott via our Kenneth Road chapel. Mr. Tice was a member of Unforgettable Big Band. His band played in the lobby for the visitation and played the song, "Unforgettable," at the conclusion of the service.

Very impressed with how details were managed in a quick yet very supportive way. Thankful for Heffner's thoroughness during our family's sad time.

Joanna Trainor

Your Comments about Our Staff: Very helpful in providing suggestions and outlining the process and timeline.

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

Would you refer us to others? Yes. Simplified the process and reduced our stress.

Kelly Crouse, Daughter of the late William A. Elliott III

Your Comments about Our Staff: Very professional but friendly, caring and compassionate.

Name Withheld by Request

5-Star Google review was received from Mrs. Brenda Hager, daughter of the late Mr. Gary Heiland. Services were arranged by Scott Ball via our Kenneth Road chapel.

The team at Heffner's exceeded our expectations, from the initial meeting, the service and all the added extra special things we did not expect. Thank you, Heffner Funeral Chapel & Crematory, for turning a difficult day into a day filled with good memories.

Brenda Hager

Your Comments about Our Staff: I've heard from many who attended, that this was the best service they've ever attended. I agree.

P.S. That snack table was the icing on the cake. So appreciated!!

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

Would you refer us to others? Yes. I've heard you're the best and now I can testify to that.

Hollis F. Mull, Widower of Deborah Ann Mull

5-Star Google review was received from Mr. Gary Heiland, II, son of the late Mr. Gary Heiland. Services were arranged by Scott Ball via our Kenneth Road chapel.

I highly recommend Heffner's in York, PA. They made a difficult experience as easy as possible. Their facility is very clean and welcoming. Their staff was very understanding, patient and kind. They did an excellent job across the board. Would give them more than five stars if possible.

Gary Heiland

Your Comments about Our Staff: Everyone was fantastic.

Jean M. Ort, Widow of Glenn Ort

Your Comments about Our Staff: At the hardest time of my life, you were a great help. Thank you.

Ronald George, Widower of Judy George

Your Comments about Our Staff: Everyone was so compassionate and helpful. We felt like we were among friends and family and not just "customers." They thought of everything we might concern over and helped us navigate and coordinate every detail, including working with my son's care facility (Margaret E. Moul Home) and the cemetery staff. My son's body looked so natural and peaceful and I was able to accompany him to the cremation to say a last goodbye. The staff could not have been nicer or more supportive and we are so grateful for your services and kindness.

Cheryl Folkenroth, Mother of the late Daniel W. Knaub

5-Star Google review was received from Mr. Trace Becker, the son of the late Mr. Todd Becker. Services were arranged by Liam Tomsic via our Kenneth Road chapel.

They were very kind and supporting in our time of need. The whole process went very smoothly, and I couldn't thank them more.

Trace Becker

5-Star Google review received from Mrs. Sarah Bromley regarding the passing of her husband, Mr. Gilbert Bromley. Services were arranged by Matt Morris via our Kenneth Road chapel.

Everyone at Heffner's was extremely helpful. They explained everything with great clarity and were very pleasant to work with. I would highly recommend Heffner Funeral Chapel.

Sarah Bromley

Would you refer us to others? Yes. Explained everything very thoroughly, answered all of my questions, and very helpful through it all. Thank you.

Sarah A. Bromley, Widow of Gilbert T. Bromley

Your Comments about Our Staff: Very helpful.

Please check the most important reason for selecting us. Client checked 4: Referred by parents, your reputation, location and pre-arranged.

Would you refer us to others? Yes. You have handled numerous relatives, friends and parents.

Jeanette L. Curry, Widow of Frank E. Curry, Sr.

Your Comments about Our Staff: Your staff were great! From the beginning to the end!! Thank you.

Would you refer us to others? Definitely Yes! Everything went so well, it was a beautiful and respectful public ending for my son Wyvon.

Barbara Witman, Mother of the late Wyvon W. Rice

Your Comments about Our Staff: Staff was outstanding!!! Very helpful and thorough through the entire process of making arrangements.

Would you refer us to others? Yes. Very pleased with the entire process with taking care and the utmost respect and dignity for my spouse.

Judith Williams, Widow of Stephen J. Williams

Your Comments about Our Staff: Staff was very nice.

Michael L. Gordon, Son of the late Dale R. Gordon

Your Comments about Our Staff: Your staff went above and beyond to make our experience as pleasant as possible. We can't think of a thing they could have done to make it any easier.

Christine Stoner, Widow of Gary G. Stoner

Your Comments about Our Staff: Very helpful and easy to speak with.

Jeffrey Boltz, Son of the late Nancy E. Steffy

Your Comments about Our Staff: Everyone was fantastic! Thank you.

Lisa Gerber-Eckard, Close Friend to the late Rosalind F. Wayne

Your Comments about Our Staff: Very professional and caring! Comforting!

Would you refer us to others? Yes. Exceptional previous service for my husband Ron Fink. My burial's preplanned also.

Orbie Fink, Mother of the late Stacy A. McQuay

Your Comments about Our Staff: Very nice.

Jennifer Spahr, Daughter of the late Charles F. Downs

Your Comments about Our Staff: The staff made a very difficult time very peaceful.

Would you refer us to others? Yes. Very professional and yet very personable and caring.

Karen Smith, Daughter of the late Phyllis Mae Mason

Your Comments about Our Staff: We believe the staff did a wonderful job.

Michael Freet, Jr., Son of the late Michael E. Freet, Sr.

5-Star Google review from Ms. Melissa Parks regarding the passing of her mother, Mrs. Norma Shuff. Services were arranged by Isabella Elliott via our Kenneth Road chapel and Amy Favorito served as the celebrant.

The staff at Heffner Funeral Chapel and Crematory provided excellence to our family when our mother passed away recently. Our family is grateful that they were there for us every step of the way during our difficult time. Thank you!

Missy Parks

Your Comments about Our Staff: They were wonderful.

Would you refer us to others? Yes. In a very difficult time, our needs were met.

Jean Fenton, Widow of Eugene Fenton

4-Star Google review from Miss Jenna Raffensberger regarding the passing of her mother, Mrs. Linda Raffensberger. Services were arranged by Matt Morris via our Kenneth Road chapel and Amy Favorito served as the celebrant.

Heffner Funeral Home did a great job with my mom's arrangement. It was hard enough to lose my mom unexpectedly at only 30 years old, but they were patient, kind and very informative. The Celebrant listened to my father and I and came up with a wonderful way to share my mother's story. Many family members and friends commented on how well she did. Heffner's made a lasting impression on me when I was just 10 years old and my grandfather had passed away. When my mother passed, I knew right away where I wanted to have my mother's service. Thank you, Heffner's.

Jenna Raffensberger

Your Comments about Our Staff: Just right!

Name Withheld by Request

Your Comments about Our Staff: Your staff is absolutely amazing. Everyone is polite and helpful. Thank you all so much during this very difficult time.

Would you refer us to others? Yes. I know a lot of people that have used Heffner's and it's always been very nice.

Jodi Cutler, Mother of the late Sam Shenberger & Daughter of the late Jonna M. Hengst

Your Comments about Our Staff: Thank you to your staff for caring for the one I loved.

Name Withheld by Request

Please check the most important reason for selecting us. Reputation

Would you refer us to others? Yes. I knew that our family would be well cared for during this difficult time, and I was not disappointed. Ernie, you have a wonderful staff. Birds of a feather, flock together! Thank you.

Michelle Poole, Widow of William H. Poole, Jr.

5-Star Google review from Mrs. Michele Temple regarding the passing of her father, Mr. John Andrezywski. Services were arranged by Scott Ball via our Kenneth Road chapel.

We had excellent service for my dad's viewing from the staff at Heffner Crematory. They were very nice and professional. They handled everything to make sure we were very comfortable during this difficult time.

Michele Temple

Your Comments about Our Staff: Everyone was very professional and caring. We can't express how pleased we were with everything your staff did. Thank you.

Would you refer us to others? Yes. From start to finish everything was wonderful. Beautiful place, very organized, everyone was pleasant and helped beyond expectations. You all were wonderful. Thank you.

Sandra Andrezywski, Widow of John P. Andrezywski, Sr.

Your Comments about Our Staff: Everyone was very helpful, courteous and considerate for my whole family.

Would you refer us to others? As mentioned above; Everyone was very helpful, courteous and considerate for my whole family.

Fred E. Kessler II, Son of the late Jean M. Kessler

Your Comments about Our Staff: Staff was comforting and easy to talk to and relate. So very courteous!

Would you refer us to others? Yes. I live in Harrisburg, PA, but if I lived closer, I certainly would use you myself.

Stella Spells, Sister to the late Anna Belle Hall

Would you refer us to others? Yes. Your staff treated us with the utmost respect during this time. Thank you to all.

Name Withheld by Request

Your Comments about Our Staff: Very good.

Billie Ray Womble, Friend of the late Richard L. Eager, Jr.

Your Comments about Our Staff: You all were extremely helpful and professional. We didn't have to worry about anything.

Please check the most important reason for selecting us. Pre-arranged per our mother's request.

Would you refer us to others? Yes. Exceptional service. Couldn't have asked for anything better. Our mother looked beautiful! The service was perfect. Thank you.

Angela Heidlebaugh, Daughter of the late Janet L. Mills Kann

A Google review received from Mrs. Stacie Ebersole regarding the passing of her stepfather, Mr. Donald Lehr. Services were arranged by Scott Ball via our Kenneth Road chapel.

Highly professional, respectful and caring people. Would recommend. Also, would recommend pre-planning services so loved ones left after you are gone, have peace of mind knowing this is what you wanted and it's already paid (one less stress).

Stacie Ebersole

Your Comments about Our Staff: Your staff was excellent. I would recommend Heffner Funeral Home to anyone. They really take care of our veterans.

Would you refer us to others? Yes. I would refer Heffner Funeral Home to anyone. They treat our veterans with honor, respect, and dignity. I picked Heffner's because my husband was involved with the York County Veterans Honor Guard and Heffner's was at many details and my husband did those details with Heffner Funeral Homes.

Joyce Lunger, Widow of Collins L. Lunger

5-Star Google review received from Mrs. Beth Craig regarding the passing of her mother, Mrs. Joann Thomas. Services were arranged by Liam Tomsic via our Kenneth Road chapel.

We could not have asked for a more professional and compassionate group during this difficult time. Although my siblings and I do not live in the same state, the folks at Heffner Funeral Chapel coordinated with each of us seamlessly. Any concerns were handled with care and understanding; their direction and advice welcomed and comforting. Our thanks are heartfelt, and we know our mother would have been happy with the results.

Beth Craig

5-Star Google Review Received from Susan Heinle via our Kenneth Road Chapel:

Yesterday I attended the funeral service of my co-worker's father. I would like to share with you the incredible and compassionate care your team provided when conducting this funeral.

Each staff member was present and serving the family when needed yet vanished when it was time for the services, privacy or the need for a quiet moment with family or friends. Everything was done beautifully as well as professionally and always with dignity.

Thank you for what you do for our community.

Susan Heinle

Your Comments about Out Staff: Simply wonderful, very professional and understanding. Very pleased with how everything was handled. I would recommend Heffner's to everybody.

Would you refer us to others? Yes. You guys made a very hard time a lot smoother with sincere caring. I will strongly recommend you Heffner's. Thank you so much. All we have to do now is pick up my brother's ashes when they arrive. Thank you and God Bless.

James McGann, Brother of the late Patrick T. McGann, Jr.

Would you refer us to others? Yes. Very professional and soothing atmosphere. They took care of everything and didn't/wasn't "pushy."

Melanie Waltemyer, Daughter of the late Gary R. Pepo

Two 5-Star Google reviews were received. First, from Mrs. Beverly Lee regarding the passing of her husband, Mr. David Lee, and a second, from Mr. Lee's daughter, Ms. Kim Lee. Services were arranged by Matt Morris via our Kenneth Road Chapel and Amy Favorito served as the certified celebrant.

5-Star Google review I believe was received from Mrs. Valerie Conway regarding the passing of her mother, Mrs. Diane Fry. Services were arranged by Isabella Elliott via our Kenneth Road chapel.

The staff were very courteous and sympathetic. The facility was immaculate. We appreciate everything they have done for us in our time of grief.

Valerie

Your Comments about Our Staff: Unfortunately, I have used you 2 times in the last 6 months. But we came back because you all are so wonderful and easy to work with.

Would you refer us to others? Yes, without exception!

Laura Noselli, Daughter of the late Emily Sprouse

Your Comments about Our Staff: You make a difficult task smooth and executed it perfectly.

Would you refer us to others? Yes, absolutely.

Sandra L. Stern, Daughter of the late Harold L. Warner

5-Star Google review received from Mrs. Carrie Pequignot regarding the passing of her mother, Mrs. Carla Rutland. Services were arranged by Scott Ball via our Kenneth Road chapel.

The funeral director was very accommodating and helpful when explaining the process and procedures. He was able to answer all questions asked and checked with the family on everything before finalizing. He was very professional.

Carrie Pequignot

5-Star Google review received from Mrs. Donna Wise regarding the passing of her brother, Gary Campbell, our former associate. Services were arranged by John Katora via our Kenneth Road chapel.

Everyone was extremely helpful and compassionate throughout our experience.

Donna Wise

5-Star Google review received from Mr. Michael Rooney regarding the passing of his companion, Ms. Valarie Violante. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Made a bad time a good experience.

Mike Rooney

Would you refer us to others? Yes. People asked me who couldn't make it how it was. My answer was: It was as perfect as could be and that was what mattered most to me.

Additional Comments: The only thing I would change is the location or identification of the guest book for signing. I actually never saw it, but I truly wasn't focused on that, but others that were there did not sign or said it took them a moment to find the book.

Jason A. Snyder, Son of the late Donna Jean Grim

Your Comments about Our Staff: Very helpful and pleasant. Easy to talk to. Excellent service.

Would you refer us to others? Yes. Very considerate and helpful.

Josephine M. Smith, Mother of the late Philip E. Smith

Your Comments about Our Staff: Always friendly and empathetic to any situation.

Cindy Meyer, Daughter of the late Audrey V. Neuhaus

Your Comments about Our Staff: Every detail was professionally handled. Your staff was exceptional!

Would you refer us to others? Yes. On more than one occasion the comment was made to me, "This was the best funeral service I ever attended."

Sandra J. Koble, Widow of James H. Koble

Your Comments about Our Staff: Everyone was very nice and accommodating. Excellent service.

Would you refer us to others? Yes. I speak highly to everyone about the service we received.

Tammy L. Miller, Daughter of the late David L. Irwin

Additional Comments: Staff at Heffner's treat you like family. Always there to help with any questions, caring and make a not easy process easier. They go above and beyond. They treat your loved one with the most respect. Added a chuckle at service with tea to lighten the sadness. Thank you very much.

Melissa Kearney, Daughter-in-law of the late Scott T. Smith

Your Comments about Our Staff: They couldn't have done anything any better, they were the best.

Would you refer us to others? Yes. Your excellence is the best and your professionalism is the best. I would recommend to everyone.

Additional Comments: My husband passed and he had a military funeral and it was the most beautiful, emotional, and respectful ceremonial thing I have ever witnessed, I'm so happy that I picked with my daughter, Heffner's. they are the best in every sense of the word and details were done perfectly. We were treated with such respect. Thank you, Heffner's.

Aida Llenza, Widow of Louie G. Llenza

Would you refer us to others? Yes. Made the family feel comfortable.

Etsuko Michael, Widow of James A. Michael

Your Comments about Our Staff: Great service. Very prompt attention to needs and resolved all issues in line with expectations.

Additional Comments: I would highly recommend conservation burial. Maybe not accessible to all, if traditional burial is desired, I would recommend Heffner for great service and respectful actions.

Name Withheld by Request

5-Star Google review received from Mrs. Penny Mills regarding the passing of her stepmother, the late Mrs. Jacqueline Brenneman. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Dealing with Heffner Funeral Home and all their employees was a five-star experience. During this difficult time, they were quite professional and made things extremely easy. Thank you!

Penny Mills

Your Comments about Our Staff: Professional and courteous.

Name Withheld by Request

5-Star Google review received from Mrs. Wendy Hildebrand, mother of the late Mr. Jules Goss. Services were arranged by Isabella Null via our Kenneth Road chapel.

The experience we had using their services was wonderful. They were there at one of the hardest days of my life and made everything so beautiful for my precious child. I would highly recommend them if you are in need of their services.

Wendy Hildebrand

Your Comments about Our Staff: Very helpful, and most of my questions were answered before I asked them.

Don Mowry, Widower of Dorothy M. Mowry

Your Comments about Our Staff: You need more than excellent for a review. From retrieval of my husband at our house to even now, the experience, while horrendous, was beautifully and respectfully and COMPLETELY handled by Heffner's.

Laura Noselli, Widow of Joseph B. Noselli

Your Comments about Our Staff: The staff was kind, compassionate and very helpful.

Would you refer us to others? Yes. You went above and beyond in your care and assistance.

Vicki Collazo, Daughter-in-law of the late Diane T. Collazo

5-Star Google review received from Mrs. Shannon Brodbeck, daughter of the late Mr. Joseph Noselli. Services were arranged by Scott Ball via our Kenneth Road chapel.

I cannot express enough gratitude for the kindness, compassion, and expertise shown by Heffner Funeral Home during the difficult time of planning my father's funeral. From the very first meeting, their team demonstrated genuine care and understanding, guiding us through every step with patience and professionalism. The staff at Heffner Funeral Home went above and beyond to ensure that all our needs and wishes were met, providing invaluable support and comfort. Their attention to detail and thoughtful touches made a challenging time more bearable. We felt truly supported and cared for, and their expertise helped us create a beautiful and fitting tribute to honor my father's memory. Thank you, Heffner Funeral Home, for being there for us in our time of need. Your compassion and dedication are deeply appreciated.

Shannon Brodbeck

Would you refer us to others? Yes. The demeanor and quiet caring of the staff was soothing to the anxiety felt by the family at this time.

Margaret Escaro, Widow of Danilo U. Escaro

5-Star Google review received from Mrs. Alison Davis, a daughter of the late Mrs. Charlotte Hess. Services were arranged by Isabella Null via our Kenneth Road chapel.

We used Heffner's for our dad in 2016 and again for our mom this year. They are so helpful, caring, considerate, and knowledgeable. The staff is very good at staying in touch and confirming details. I would highly recommend this funeral home! Thank you to everyone there who we worked with!

Alison Davis

5-Star Google review received from Mrs. Judy Adams-Poe, mother of the late Mr. Justin McKenzie. Services were arranged by Nate Ray via our Kenneth Road chapel.

Everyone at Heffner’s was compassionate and had a lot of patience helping us with arrangements for our son Justin. Can't thank them enough for everything. They were very caring.

Judy Adams-Poe

Your Comments about Our Staff: Extremely professional, caring and empathetic.

Would you refer us to others? Yes. I plan to use your services for my dad as well. You took care of details without us having to concern ourselves with taking care of them.

Troy Knott, Son of the late JoAnne Louise Knott

Your Comments about Our Staff: Everyone was helpful in all venues needed.

Heidi Braught, Former Wife of the late Thomas Braught

Would you refer us to others? Yes. The service at the church was very good and best memorial, it was very sad but you did a beautiful job. 5+ Stars!

Luz N. Muniz, Grandmother of the late Baby Xavier Crowl

Your Comments about Our Staff: Very helpful.

Elizabeth Stoner, Widow of Terry L. Stoner

5-Star Google review received from Mr. Robert Jackson, son of the late Mrs. Carman Jackson. Services were arranged by Scott Ball via our Kenneth Road chapel.

Your Comments about Our Staff: Every person on your staff was equally helpful and respectful; professional while still maintaining personal and caring service.

Deborah Wood, Daughter of the late Jean S. Dilks

Your Comments about Our Staff: I can't say enough on how well the staff treated me and took care of the details. My family commented how nice everything looked and was prepared.

Jason Torchia, Widower of Cynthia "Cindy" Torchia

Your Comments about Our Staff: Very professional and helpful.

Would you refer us to others? Yes. Would not hesitate to recommend your services based on our experience.

Kathy Keperling, Daughter of the late Betty J. Nicholson

Your Comments about Our Staff: We are pleased with everything you and your staff have done for my mother's funeral.

Name Withheld by Request

5-Star Google review received from Likeisha Wilmott, a granddaughter, one of seven grandchildren of the late Mrs. Irmgard Ware. Isabella and Greg handled the home transfer and services were arranged by Todd Eckert via our Kenneth Road chapel.

I can't say enough about the staff here. My grandmother passed away and from start to finish the staff were with us every step of the way. Very responsive, accommodating and professional. We had to make several decisions very quickly and they really eased our pain and made it easier for our family. My grandmother looked beautiful. We didn't embalm because she would be cremated so we had the service in the day bed - it was one of the best decisions we made…it just looked as if my grandmother was sleeping. Thank you!

Likeisha Wilmott

5-Star Google review received from Mrs. Kathy Keperling, a daughter of the late Mrs. Betty Nicholson. Services were arranged by Matt Morris via our Kenneth Road chapel.

Very accommodating to every question and request. Would highly recommend.

Kathy Keperling

5-Star Google review received from Mr. Jason Torchia, husband of the late Mrs. Cindy Torchia. Services were arranged by Scott Ball via our Kenneth Road chapel.

The Staff helped me with all aspects of dealing with the funeral process. They created a beautiful memory out of very difficult time in my life. The Staff really cares and feels the grief I was going through. I cannot say thank you enough for helping me deal with this.

Jason Torchia

5-Star Google review received from Mr. Vinh Duong, a brother of the late Mr. Hien Duong. Services were arranged by Todd Eckert via our Kenneth Road chapel.

Heffner Funeral Chapel & Crematory had been most accommodating to my family over the years and continue to do so. It's reassuring that there are people specialized in making arrangements when the bereaved may not be up to the task. They are also considerate when it comes to preparing/repairing keepsakes in memory of the deceased. Such was the case regarding a locket requested by my brother's surviving partner. They were prompt with the issue and made themselves available for her when she was ready visit their chapel again. I anticipate returning here in the future.

Vinh Duong

Your Comments about Our Staff: Professional, accommodating, responsive, approachable, supportive and compassionate.

Would you refer us to others? Yes. From preplanning to the actual service, everything was handled by your staff allowing the family time to grieve and share memories.

Kathy Fenstermacher, Daughter of the late Audrey Kirby

Your Comments about Our Staff: All of the staff were exceptional. They fulfilled our every request with professionalism. Extra thanks to the hairdresser and all others who made our mom look like an angel who was taking a nap. After seeing her in pain and in the hospital, what they did made it easier to say goodbye.

Would you refer us to others? Yes. Because of all of the above. All of the little extra's and their attention to the smallest of details.

Marcia Dellinger, Daughter of the late Anna E. Baer

Your Comments about Our Staff: Thank you for your kind care of me during this unexpected death of my husband.

Connie Rae, Widow of Robert Rae

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

Name Withheld by Request

Your Comments about Our Staff: From the early morning hours when my husband was taken to your funeral home, he was treated with the utmost respect and care. As with our daughters and myself the same respect remained. The days following were worry-free from decision making. All the details covered, promptly and thoroughly you took care of everything. You were polite and understanding making this process so much easier. We are so grateful for everything you did.

Name Withheld by Request

Please Check the most important reason for selecting us. This was my husband's choice.

Would you refer us to others? Yes. Nothing could have been better. We are very pleased with the way my husband looked.

Laceda J. Waring, Widow of David Richard Waring

Your Comments about Our Staff: They were the best, so helpful and so kind. I didn't know anything about funeral homes in PA, but the good Lord works in mysterious ways and somehow, we found Heffner's.

Betty L. Witkowski, Widow of John Anthony Witkowski

Your Comments about Our Staff: Could not have wanted more. Everything was so beautiful and very well arranged.

Shirley E. Fink, Widow of Robert C. Fink, Jr.

Your Comments about Our Staff: Outstanding.

Would you refer us to others? Yes, we would 100% recommend your funeral home.

Sarita S. McBride, Daughter of the late Walter J. Segura

5-Star Google review received from Mr. Josh Rae, son of the late Mr. Bob Rae. Services were arranged by Scott Ball via our Kenneth Road chapel.

Top notch services from a national leader. The Heffner team is compassionate and knowledgeable and gave my father the sendoff he deserved.

Josh Rae

Your Comments about Our Staff: Very courteous, made my family and I feel at ease.

Sharon G. Morrison, Daughter of Helen Bosserman

5-Star Google review received from Ms. Amy Elizabeth Boothroyd, daughter of the late Mrs. Alice Boothroyd.

Your Comments about Our Staff: Excellent.

Donald Williams, Widower of Doris L. Williams

Your Comments about Our Staff: Very helpful.

Would you refer us to others? Yes. All of our questions were answered.

Betty L. Goodling, Widow of Donald R. Goodling

Your Comments about Our Staff: Staff was excellent and very willing to fulfill all my husband's wishes. I feel they went above their obligation by allowing us to visit our farm so he could see his cattle for the last time.

Would you refer us to others? Yes. I have no regrets or misunderstanding of how everything would be handled and all the little unknowns you presented to me will be cherished forever.

Paulette E. Poe, Widow of Gary L. Poe

Your Comments about Our Staff: Your staff and service completely exceeded our expectations.

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

Sarita McBride, Sister of Jose P. Segura

Your Comments about Our Staff: The staff was very nice and polite to everyone. The arrangement around the casket with the flowers and pictures was nice. My wife to me, looked just like a picture. Thank you.

Would you refer us to others? Yes. I could not have asked for anything else. Everything and everyone enjoyed it. Thank you.

Jack S. Stambaugh, Widower to Edith G. Stambaugh

Would you refer us to others? Yes. You have performed services for my mother, husband, and now son. Every time was extremely professional and well done.

Arlene E. Dawson, Mother of Kyle R. Owens

Your Comments about Our Staff: Your team was wonderful during the process and follow-ups afterwards. Thank You!!

Would you refer us to others? Yes. Please see my answers and comments above.

Linda J. Loughran, Sister of Vicky A. Deardorff

Would you refer us to others? Yes. Facility and customer/client friendly.

R. Lee Kunkel, Father of Dexter Ray Kunkel

Your Comments about Our Staff: Staff was very sensitive and accommodating. The building was lovely. Attendees were very impressed with the facility.

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

Name Withheld by Request

Your Comments about Our Staff: Very professional, friendly, thoughtful & very helpful.

Helen Lewis, Mother of Arthur H. Lewis, Jr.

Your Comments about Our Staff: Wonderful, kind, helpful and pleasant, knowledgeable too! Thanks for everything.

Diane Lambert, Wife of Timothy Lambert

Your Comments about Our Staff: Very compassionate, was very pleased! The staff, treated us with the utmost respect. Ladies that designed the book for my father, upon further inspection of the book, love for artwork can be said. Thank You! Very proud. Family reviewed book and were wowed. The video of pictures that were shared best described his life. Everyone there at Heffner's knows the most meaningfulness of respect. For in this day and age this is a hard asset to have. Coming from a Customer Service industry I applaud you all. Even when we were at the burial site, everyone from Heffner's was exceptional. Thank You.

Name Withheld by Request

5-Star Google review received from Mrs. Sheila Cook, a daughter of the late William Wilvert.

Would you refer us to others? Yes. You provided all the services expected and more in a courteous and thoughtful manner.

Bruce Kile, Son of Betty M. Kile

5-Star Google review received from Mr. Joseph Ryan, Jr., son of the late Joseph Ryan, Sr. Services were arranged by Nate Ray via our Kenneth Road chapel.

They handled my father's funeral very well.

Joe

Your Comments about Our Staff: They did an excellent job, went above and beyond. I and the family were extremely happy. Really took time with me because it was very first time experiencing anything like this.

Would you refer us to others? Yes. I would tell them how you take time with the family.

Allen Mabry, Husband of Virginia Lee Truvillion

5-Star Google review received from Mrs. Angela Kern, widow of the late Donald Kern. Services were arranged by Todd Eckert via our Kenneth Road chapel.

First class funeral home and directors! They exceeded my expectations and gave my husband the respect and dignity he deserved.

Angela Kern

Your Comments about Our Staff: Everyone was incredible. Thank you for helping us both mourn and honor my mother. She was kindly taken from the nursing home to her final resting place. We were given treatment with kindness and grace, giving us time to feel and plan-those two things often negate one another. Thank you.

Rebecca Sanstead, Daughter of Judge Penny Lee Blackwell

5-Star Google review received from the son of the late Robert M. Lomison. Services were arranged by Nate Ray via our Kenneth Road chapel.

First class staff and facilities. When they took my father in their care from my home, he was draped in an American Flag and the staff was in suits. He was a Korean War Veteran. The arrangements made with Nathan Ray, funeral director, were easily understood, and he was very helpful planning the memorial service at the church and interment at the cemetery. I cannot express enough thanks for the guidance and first-class treatment given to my father.

Robert Lomison

Your Comments about Our Staff: First class, well dressed and considerate.

Would you refer us to others? Yes. First class service from the start, during and after. Excellent. A first-class event. Words are inadequate to express my feelings of being well served.

Robert C. Lomison, Son of Robert M. Lomison

Your Comments about Our Staff: Very professional & attentive to our needs. *One suggestion would be that if you have a service at Susquehanna Memorial Gardens that you use another route besides Rt. 83. We did not feel safe with the amount of people that were following us, because it is a very busy road.

Would you refer us to others? Yes. We had my father & mother's services at Heffner's and we felt very comforted & secure in the knowledge that everything would be handled with the utmost respect for our parents & the family.

Name Withheld by Request

Would you refer us to others? Yes, absolutely. My husband was a Military Veteran with 22 years of service and they cared for him as if he was family to them.

Norma Giambrone, Wife of Joseph M. Giambrone

5-Star Google review received from Miss Beth Trimmer, a daughter of the late John Trimmer.

Your Comments about Our Staff: All of the staff was courteous and helpful.

Loretta M. Trimmer, Spouse of John C. Trimmer

Your Comments about Our Staff: The staff was great to work with from the pre-arrangement through the service and after. They made a difficult time easier.

Would you refer us to others? The facilities are beautiful and staff made planning and the entire event peaceful.

Jan Anderson, Daughter of Judith Weber

Your Comments about Our Staff: You and your staff were all incredibly kind and thoughtful during the most difficult time. The organization and completeness of your services made the arrangements go quickly and smoothly. Thank you so much for your help and empathy.

Shuo Chen, Daughter of Xu Yayin

Email received from Mrs. Cynthia Schell, a daughter of the late Mr. William Gabriel. Isabella Null was in charge handling arrangement via our Kenneth Road chapel.

I came with my mother because my father had died. It was easier than expected. Everyone was very helpful. I would highly recommend you to anyone. Mom and I have already mentioned to a few people how much we were impressed with the attention and help we received. Thank you and putting the flag over my father's body when you left the house. That was very touching and thoughtful. Thank you.

Ernie replied: Dear Mrs. Schell, I wanted to let you know I received your message. Thank you for the kind words. The credit goes to Isabella and our associates who assisted in taking care of your father. I will share your comments with them.

Your Comments about Our Staff: Very warm, heartfelt.

Would you refer us to others? Yes. Very helpful, explaining what was going to happen with paperwork and what we would have to do from then forward, Car title, S.S., etc.

Shirley M. Ritz, Spouse of Robert L. Ritz

5-Star Google review received from a hospice care provider.

Background: On July 4th, Mr. Gabriel passed away at his home. John Katora and Ethan Eckert went there to transfer him into our care. He was an Army Air Corps Veteran, so they draped the flag over him. This unsolicited review is a testament to how we handle transfers compared to other providers. Not all funeral homes are the same!

I work for a hospice company and have dealt with many funeral homes that come into the home of a deceased patient and interact with the loved ones in the worst time of their lives. There are some funeral homes that are not so good but most do a great job. This funeral home went above and beyond my expectations the first time I ever interacted with them and couldn't believe the professionalism they demonstrated. Truly a compassionate and caring place to work with. Well done!

Melissa Lindquist

Your Comments about Our Staff: Everything we asked for you provided. You answered all questions and made our experience as comfortable as it could be.

Reason for selecting us: Thank you for making a very difficult experience much easier to get through for my children and my grandchildren.

Would you refer us to others? Yes. You cared about my husband and you cared about my family. You made my family feel comfortable from the beginning process thru all parts of the service until the end when you returned my husband to his family.

Name Withheld per Request

Would you refer us to others? Yes. Very professional, helpful in every step of services. Always available when needed for answers.

Lana Wales, Sister of Gregory S. Gilberthorp

5-Star Google review received from the sister of the late Gregory Gilberthorp. Services were arranged by Scott Ball via our Kenneth Road chapel.

Everyone was so kind and understanding. All my questions were all answered very professionally. Everyone went above and beyond to make this difficult time as easy as they could. Would recommend to family and friends.

Lana Wales

Your Comments about Our Staff: Everyone was nice, courteous and treated me very well, listened to my thoughts as well. Great job!

Lois Groff, Friend of Patricia Gentzler

Your Comments about Our Staff: As always everyone at Heffner's were kind and courteous.

Would you refer us to others? Yes. Heffner's have been handling the Markle Family arrangements since I can remember.

John Markle, Son of Charles I. Markle

5-Star Google review received from the Social Worker/Friend of the late Caradel Strinsky. Services were arranged by Nathan Ray via our Kenneth Road chapel.

The identification process was so dignified, and the entire team helped me navigate a process that I had not experienced. Excellent experience!

Jennifer Holcomb

Your Comments about Our Staff: Exceptional, caring and understanding.

Would you refer us to others? Yes. You all provided exceptional customer service during a very difficult time. You guided us through a process we knew nothing about and made us feel at ease.

Garrett M. Wright, Nephew of Ellen C. Clemmer

5-Star Google review received from a daughter of the late Helen Bailey. Services were arranged by Todd Eckert via our Kenneth Road chapel.

I would highly recommend Heffner Funeral Chapel for anyone! It made one of the hardest moments in our lives much easier to deal with. They stayed in contact with our family and always responded to all our questions fully and in a way that was understandable. Very knowledgeable and professional.

Dee P

Your Comments about Our Staff: Everyone was exceptional.

Carol A. Schintz, Sister of Matthew G. Morris

Would you refer us to others? Yes. Very respectful and professional. The family was very satisfied as well as myself. Thank you.

Mary Lou Inners and Families, Companion of Robert E. Gladney

5-Star Google review received from a son-in-law of the late Mr. Robert Gladney. Services were arranged by Scott Ball at our Kenneth Road chapel.

Provided that extra effort. Went above and beyond. Exceeded our expectations! Thank you for providing the extra level of comfort during our time of need.

Richard Nusbaum

5-Star Google review received from the family of the late Norma Bair. Services were arranged by Matt Morris via our Kenneth Road chapel.

5-Star Google review received from Debbie Cunningham, daughter of the late Ann Walker.

Debbie Cunningham

5-Star Google review received from Karen Rohrbaugh, daughter of the late Ann Walker.

5-Star Google review received from the nephew of the late Virginia Eichelberger. Services were directed by Matt Morris via our Kenneth Road chapel.

Everything went very well. The staff was very helpful. The facility was very well kept.

Barry Boogher

5-Star Google review received from the daughter of the late Doris Stevens. Services were directed by Liam Tomsic at our Kenneth Road chapel.

My mother pre-planned her arrangements with Heffner's. The staff was professional and eased us through the finalization process. I highly recommend Heffner Funeral Services. I will pre-plan my arrangements, as well, to alleviate the difficult decision making my family would otherwise have to endure.

Rebecca Myers

Your Comments about Our Staff: Very, very professional. Excellent service.

Sherri Jennings, Granddaughter of Mary A. Levisky

Your Comments about Our Staff: The staff was very courteous and helpful.

Would you refer us to others? Yes. Everything was handled very efficiently and in a very professional manner.

Barry Boogher, Nephew of Virginia Y. Eichelberger

5-Star Google review received from a family Matt served at our Kenneth Road chapel:

The staff was accommodating, considerate, and extremely friendly throughout the process.

Lance Ferree

Your Comments about Our Staff: My daughter, son & I want you to know that we cannot say enough good things about Loretta's service. It was more than we could have imagined. Thank you.

Terry Sheffer, Husband of Loretta E. Sheffer

Your Comments about Our Staff: As to how everyone was, all were very helpful and very caring.

Would you refer us to others? Yes. I would have preferred our church for Doris as she was very active there and had many friends there. But it was not meant to be. My son and daughter had a lot of problems with the new pastor.

Eugene Jonosky, Husband of Doris Jonosky

Your Comments about Our Staff: Very compassionate.

Would you refer us to others? Just all around very professional & caring!

Name Withheld by Request

Your Comments about Our Staff: Everyone there was a great help and comfort to me at a very sad time. Thanks to everyone at your location.

Mary Houck, Wife of Richard J. Houck

Your Comments about Our Staff: Your staff was wonderful. They went above and beyond with their services. I am so grateful.

Would you refer us to others? If you use Heffner, you will be very pleased, I was.

Monica Grim, Companion of George E. Sowers, III

5-Star Google review received from a niece that Scott Ball arranged with via Kenneth Road:

Thank you for taking such great care of my family during our most recent losses.

Anna Wirschal

Your Comments about Our Staff: Everyone was very helpful.

Would you refer us to others? Very helpful at that time when you need guidance.

Kathy Dotzel, Sister of Tamie Buckwalter

Would you refer us to others? Very professional and courteous, communication throughout was fantastic. Highly recommend.

Mark Neal, Son of Anita Neal

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

Entire staff far exceeded the services needed to make the entire process as easy painless as possible. Love these guys.

Christopher Arendt

Your Comments about Our Staff: Everyone was very helpful, courteous & professional.

Carla Miller, Wife of Gene D. Miller

Would you refer us to others? Yes. Staff very helpful and answered all questions

Carol Writer, Daughter of Ray E. Grim

Would you refer us to others? Used before, was very pleased with all aspects.

Tina Pierce, Daughter-in-Law of Michael Pierce

Your comments about our staff: Excellent.

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

Name Withheld by Request

Your comments about our staff: All the staff was very nice and talked in a soft voice and smiled.

Would you refer us to others? Yes. Coming down to Heffner's was very calming and peaceful. Nowadays there's far too many people who get so loud and boisterous and never want to do things quietly. We even liked watching the pretty birds in that beautiful-looking cage. The quietness in that beautiful building was relaxing and calms you down somewhat – mainly until you see your loved one of being married 57 years.

Bonnie Grace, Wife of Richard L. Grace

Would you refer us to others? Yes. Courteous and helpful staff. Made making arrangements easy during difficult times.

Mithcell Rodkey, Son of Dolores A. Rodkey

Would you refer us to others? Yes. Everyone was very thoughtful and caring.

Judith Heinlen, Sister-in-Law of Richard Zaepfel

Would you refer us to others? Yes. The funeral homes professionalism made our family proud to have the burial with Heffner. Norma would have given Heffner an A+ for her funeral arrangements and service.

Name Withheld by Request

Your comments about our staff: Your staff was very helpful and nice. I would recommend anyone to you.

Richard Keller, Husband of Joy Keller

Five Star Google Review Received:

Everything went well and in a respectful manner. I thought Heffner Funeral Services went out of there way for us, thank you.

William Snyder

Five Star Google Review received for Heffner at Kenneth Road, FD Todd Eckert:

Everyone was very kind and the service was beautiful. Planning was super easy at such a difficult time. Thanks so much, Heffner!!

Kristin Garber

5-Star Google review received for family Matt served at Kenneth Road:

The people at Heffner helped our family through a difficult time with the utmost care and respect.

KR Diehl

5-Star Google review received for family Todd served at Kenneth Road:

Thank you for your patience, professionalism & support during this very difficult time. Thankfully, dad had his arrangements pre-made over 20+ years ago which significantly eased the process. We appreciated the attention to details & your prompt responses to phone calls and/or text messages. I would definitely recommend Heffner's. Thank you!

Sharon M. Saylor

Your comments about our staff: Very respectful to everyone. Thank you.

Would you refer us to others? Yes, very much so.

Lana Miller, Daughter of Margaret F. Turner

5-Star Google review received for family Todd served at Kenneth Road:

Thank you for guiding our family thru a very difficult time. My parents had arrangements made well over 20 years ago. You honored those arrangements and in addition to being timely and professional provided us with a beautiful slideshow of Dad.

Trudy Kotek

Another 5-Star Google review received:

Everything went very well and was professionally conducted.

Ralph Dixon, Husband of Helen Dixon

Your comments about our staff: Excellent.

Would you refer us to others? Yes. At first, I thought expensive, but your team was excellent.

John Ross, Son of Winifred L. Dawson

Additional Comments: We appreciate your kindness and compassion. We have used your services for both of my grandparents, my father and now my mother.

Brandy Canoy, Daughter of Geraldine A. Kopp

Would you refer us to others? Yes. This is my third family experience with Heffner's along with several other services. Always very professional and courteous.

Duane Johnston, Son of Carl Johnston

Would you refer us to others? Yes. Well done!

Connie Wager, Wife of Robert C. Wagner

Your comments about our staff: We were treated like family.

Bret Snyder, Son of Jean E. Snyder

Would you refer us to others? Yes. I thought we were treated with the utmost professional service. Thank you.

Cynthia Holtzapple, Wife of Brian E. Holtzapple

Your comments about our staff: Professional, attentive, helpful and pleasant to work with.

Stephanie Stough, Mother of Kristina L. Stough

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

Catherine Gleim, Wife of Michael L. Gleim

Your comments about our staff: Very caring and helpful. Highly recommend.

Would you refer us to others? Yes. Convenient location and close to Prospect Hill Cemetery.

Eva Kohr, Wife of Paul M. Kohr

Your comments about our staff: Your staff is very courteous and very professional. It was way more than expected. Thank you for your kindness. It was greatly appreciated.

Would you refer us to others? Yes. I would recommend you in a heartbeat. Thanks again.

Bette Schreffler, Wife of Marlin D. Schreffler

Your comments about our staff: All people were warm and compassionate. Details were though through to help while we were overwhelmed.

Would you refer us to others? Yes. Services were compassionate and thorough.

Mary Schaeffer, Daughter of Stratton C. Schaeffer

Your comments about our staff: Our family was very impressed with how the funeral directors handled everything. Not only at the service, but also the burial interment. You all are a class act. Thank you for making our day one to remember with dignity.

Would you refer us to others? Yes. I have already told friends about the attention to detail at your funeral home. The additional packets of information about final closings and changes will be helpful. The beautiful framed picture, including interest of Ed's, will be cherished. Many thanks come your way!

Linda Resser, Wife of Edwin A. Resser

Your comments about our staff: Very professional. Thank you

Would you refer us to others? Oh my, yes.

William Birgensmith, Husband of Darlene L. Mcarthur

Your comments about our staff: Everything was excellent.

Casa Swope, Wife of Donald L. Swope

Your comments about our staff: You and your staff went above and beyond what we expected. Our mother looked so good, just like herself. I would recommend your services to everyone. Thank you so much.

Would you refer us to others? Yes, absolutely. My nephew's other grandmother had her services here and my brother had his service at your facility in Red Lion. You do extraordinary work. We couldn't have asked for anything better. The family was so pleased.

Linda Bentzel, Daughter of Lorraine E. Bentzel

Your comments about our staff: They were very helpful and understanding through this difficult time. I couldn't be happier with the staff. Everything was just so beautiful.

Gina Dunlap, Daughter of Kenneth A. Jacobs

Your comments about our staff: They were very kind, compassionate and took care of all our needs.

Would you refer us to others? Yes. My friends who came all said about the excellence of treatment.

Myra Holler, Daughter of Joan A. LeRendu

Your comments about our staff: Wonderful experience with your staff. We still need to conclude the life celebration service, but so far, you've been exceptional.

Eric Austin, Son of Irene E. Austin

Your comments about our staff: The staff was amazing from the beginning. Above all expectations. A 10++++++

Would you refer us to others? Yes. For all of the little touches that were done for my sister.

Angela Boseman, Sister of Tina M. Fritz

Additional Comments: Norma Jean learned to know Ernie when she worked at Hardee's in Red Lion. She often served him and always enjoyed seeing him there. That is where she wanted to have serve her when the time came.

Gary Heiland, Husband of Norma Jean Heiland

Your comments about our staff: The staff at Heffner's were extremely courteous and caring, very professional and thoughtful and helpful! They have made a very difficult time an easier experience.

Would you refer us to others? Yes. The services provided were very helpful and I felt that all of our needs were met in a caring and professional manner.

Darlene Fricke, Wife of Charles F. Fricke

Your comments about our staff: Everyone I encountered was pleasant and helpful.

Sharon Wigfield, Wife of Richard A. Wigfield

Your comments about our staff: Your staff were just wonderful during this trying time. Very Good.

Patricia Stambaugh, Wife of Dennis D. Stambaugh

Would you refer us to others? Yes. They did an excellent job.

Hugh Miller, Husband of Katherine D. Miller

Your comments about our staff: They were caring and helpful.

Reasons for selecting us: Reputation and Family Owned.

Nancy Ware, Wife of James D. Ware

Your comments about our staff: Everyone is fantastic. You take the stress and worry away from the process. Thank you.

Would you refer us to others? Yes. Simply the best!

Sharon Heidlebaugh, Daughter of Patricia Lentz

Would you refer us to others? Yes. A very nice service and very organized. Thank you.

Michael Elstrodt, Husband of Barbara J. Elstrodt

Your comments about our staff: Your staff is amazing!

Keena Miller, Daughter of Shirley Ann Miller

Your comments about our staff: Professional and very accommodating. Staff was very kind and considerate at all times.

Would you refer us to others? Yes. Both of my parent's services and cremations were handled with the utmost care and this helped our family at a very difficult time.

Marion Wirschal, Daughter of Helmut H. Wirschal

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

Steven Brooks, Son of Nancy L. Brooks

Google Review Received:

Heffner handled arrangements for my mother very professionally, thoroughly and sensitively. My family and I are very satisfied. Thank you.

Your comments about our staff: Professional, courteous and efficient. Much appreciated!

Lisa Gunnet, Daughter of Audrey J. Boileau

Would you refer us to others? Yes, absolutely. Every question I had was met with respect and kindness.

Name Withheld by Request

Would you refer us to others? Yes. You did a wonderful job and deserve a good review. I would confidently refer someone to you. Everyone that attended mom's services commented on how nice everything was. Mom has a cousin in Massachusetts who was so thankful that the service was live-streamed so she could watch it. The pastor pointed out how nice the chapel is, being more like a church with pews and a pulpit. It gives a more comforting feeling. The picture video turned out beautifully! It will be a cherished memorial to mom.

BethAnn Flohr, Daughter of Mary A. Lambert

Your comments about our staff: Your staff helped me to be calm and relaxed even though I was experiencing a lot of emotions.

Would you refer us to others? Everyone was helpful and courteous but not overly attentive. Your viewing room is beautiful and your building is impressive.

Rosemary E. Little, Wife of John F. Little

Google Review Received:

Throughout the entire process of working with Heffner Funeral Home, the staff accommodated every request. Very responsive and timely in every phase. I am very pleased that we decided to work with Heffner Funeral Home. Thank you!

Justin Mayer, Son of James A. Mayer

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

Would you refer us to others? Yes. Very understanding and helpful with dealing with the process.

Additional Comments: Thank you all for your help in such a difficult time.

Jes Martin, Daughter of Joyce L. McWilliams

Reason for selecting us: Have attended previous services.

Would you refer us to others? Everyone was very helpful and kind at such an emotional time. I greatly appreciated being able to meet to make arrangements at my home. Thank you for making things easier for me and my family.

Cathy Duguid, Wife of Michael S. Duguid

Your comments about our staff: Answered any questions I had and explained procedures I was not sure of.

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

Name Withheld by Request

Your comments about our staff: Very kind and professional

Would you refer us to others? If asked, yes. We live in Tennessee. You all were selected by past individuals who used your facility. You all coordinated so well with the funeral home here in Tennessee to help make two services in two states and two time zones as easy as possible.

Additional Comments: The flowers ordered were so pretty. When our priest was late arriving from BWI, your staff coordinated with the cemetery and the military unit to readjust. We so appreciate all your help.

Name Withheld by Request

Your comments about our staff: Everything was very nice and professional. I have no complaints.

Deborah Gallagher, Sister of Judy A. Wisenall

Your comments about our staff: Excellent staff. Very professional.

Would you refer us to others? Yes. You made this a perfect service and very easy to understand all that was required of me.

Duane Doll, Nephew of Janet L. Rebert

Google Review Received for Heffner:

Heffner handled arrangements for my mother very professionally, thoroughly and sensitively. My family and I are very satisfied. Thank you.

Name Withheld by Request

Your comments about our staff: Professional, sensitive, friendly, caring.

Deborah Kruszon, Daughter of Delores V. Dellinger

Would you refer us to others? Yes. The family and I were very pleased once again with Heffner's service!

Judy Newton, Daughter of Howard F. Thomas, Jr.

Your comments about our staff: Everyone was very kind, thoughtful and considerate. Thanks to all who helped.

Name Withheld by Request

Your comments about our staff: Very gracious and respectful, from the handling of mom's body to dealing with her funeral arrangements.

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

Dr. Pamela F. McCarter, Daughter of Dolores E. Dempsey

Your comments about our staff: Professional, sensitive, friendly and caring.

Deborah Kruszon, Daughter of Dolores V. Dellinger

Would you refer us to others? Yes. Very sensitive and cooperative with the grieving party. Courteous and prompt service.

Kevin Flohr, Son of Robert D. Flohr, Jr.

Your comments about our staff: So courteous and professional, the staff as a whole.

Would you refer us to others? Yes. It's such an emotional time and I feel the staff went above and beyond.

Linda Campbell, Daughter of G. Grace Soper-Sellman

Your comments about our staff: Very professional.

Sarah Elicker, Widow of Wilbur Elicker

Your comments about our staff: Cordial and professional.

Keena J. Miller Daughter of Wilmer J. Miller

Would you refer us to others? Yes. We are so appreciative of all the help, answering our many questions, guiding us through the final steps for our loved one.

William Rouse, Brother-in-Law of Patricia Ann Seiple

Your comments about our staff: Your staff are all very professional and caring when you call or in person.

Name Withheld by Request

Your comments about our staff: Patient, caring, flexible with changes, accommodating.

Would you refer us to others? Yes. Everything was expedited in a timely fashion. I was able to focus on my family and not worry about the funeral and service. It flowed without any hiccups.

Alice Zepp, Daughter of Betty Jane Silks

Your comments about our staff: Everything was done professionally and arrangements were done very well, especially considering the COVID-19 restrictions in place at the time.

David E. Knokey, Son of Evelyn L. Chronister

Your comments about our staff: Very professional. Thank you.

Would you refer us to others? Yes. No worries…would happily recommend!

Larry Holtzapple, Son of Letha Holtzapple

Your comments about our staff: Very helpful and attentive to our needs. I would definitely refer to others.

Name Withheld by Request

Your comments about our staff: Every member of your staff was wonderful, helpful and polite.

Anita Damiano, Widow of Anthony Damiano

Your comments about our staff: Everything was handled beautifully.

Melissa Schaszberger & Ronald E. Frey, Jr., Daughter and Widower of Yvonne Frey

Your comments about our staff: Great!!

Additional comments: Thank you for all the help we needed to get done all that had to be done. Everything was done so professionally.

Loretta & Dennis Mengle, Widow and Son of Leroy H. Mengle, Jr.

Your comments about our staff: Felt very comfortable with them and knew they were concerned about our family. God Bless.

Would you refer us to others? Yes. Experience and caring for those you serve.

Lucy A. Lutzinger, Widow of Jan L. Lutzinger

Your comments about our staff: They were very courteous and helpful to all the family. I was very happy for all the flowers and service the staff has done for us. Thanks.

Mrs. Patricia Grube, Widow of Harry K. Grube

Your comments about our staff: Very happy with everything and will recommend Heffner's to other people.

Jason Bowers, Widower of Melissa J. Bowers

Your comments about our staff: Excellent.

Additional Comments: Thank you for making a painful process easier.

Victoria Seeger, Daughter of Barbara Zegarski

Your comments about our staff: It was so easy and wonderful to work with you. Everything was beautiful. It was hard to say goodbye to our daughter, but I know she is with our Lord God.

Delores Hoover, Mother of Lisa M. Forry

Your comments about our staff: Services were above and beyond what was required.

Additional comments: Everything was on time. Grave site and services were perfect. Thanks again.

Donald Welsh, Sr., Widower of Sylvia E. Welsh

Would you refer us to others? Yes. Your facility is a class act. During a time of extreme sadness and stress, your staff made my siblings and I feel so welcome and helped. You took care of everything.

Jenni Reynolds, Daughter of Jan K. Poff

Your comments about our staff: Above and beyond—EXCELLENT.

Name Withheld by Request

Your comments about our staff: Very professional, #1 in York County!

Charles A. Boyer, Sr., Widower of Domenica Boyer

Your comments about our staff: A+. We could not have asked for better service.

Would you refer us to others? Yes. This was our first experience being part of making final arrangements and decisions for a loved one. It was very helpful with what was pre-arranged, but your staff was a blessing to guide us through. Thumbs up for sure.

Kimberly Ruck, Great Niece of Norma A. Runk

Your comments about our staff: Everything, <u>just wonderful</u>. I have no bad comments about your staff or funeral home.

Would you refer us to others? Yes. Friendly staff, good parking, chapel included for the service. Your whole place is just beautiful. Thanks for the memorial book—well done.

Additional comments: As I said, your funeral home is beautiful. Great staff.

Mary Palmer, Widow of Harry L. Palmer

Would you refer us to others? Yes. Even in this difficult time of the COVID-19, your staff was kind, compassionate and served my needs. Very professional. Your facility was clean with ample space and parking. Inside was beautifully decorated, a lovely place to hold services for my husband.

Peggy Hartman, Widow of Larry N. Hartman

Your comments about our staff: We were put at ease and reassured as to the process of my uncle's affairs.

Megan E. Hoyes, Niece of Frederic Canfield

Your comments about our staff: Everyone was very kind and thoughtful.

Would you refer us to others? Yes. I did many times because it feels so warm and comfortable. The chapel is beautiful and very serene.

Name Withheld by Request

Your comments about our staff: Working very well under even more difficult circumstances.

Susan Crimmel, Daughter of Mildred C. McNair

Your comments about our staff: Even during COVID everyone was extra cautious and friendly. Willing to work around COVID.

Would you refer us to others? Yes. Clean, professional and personable. Even work off hours.

Kayla Henze, Daughter of Darlene L. Henze

Additional comments: Heffner accommodated my family beautifully arranging three different viewings so our children could say goodbye to their mother. Greatly appreciated! Thanks for everything.

R. Lee Kunkel, Widower of Rosalind H. Kunkel

Would you refer us to others? Yes. We were very pleased with our service.

Becky Wiest, Mother of Kelly Ann Muse

Your comments about our staff: Very professional and helpful.

Would you refer us to others? Yes. Everything was done to our satisfaction. Very respectful to our family.

Sandra Potter, Widow of Kenneth A. Potter, Sr.

Would you refer us to others? Yes. Very caring and professional in a difficult time.

Charles F. Grammes, Widower of Deloris E. Grammes

Would you refer us to others? Yes. You did an excellent job and we were well pleased with the way mother looked and the attention you gave our family. You made our loss as pleasant as possible and we were well pleased. Thank you for everything you did.

Kathryn Stambaugh, Daughter of Elenora Horn

The most important reason for selecting us: My father, who was an Honor Guard member, said that he wanted you folks. That you were the best in York!

Angela Wanner, Daughter of Donald L. Strausbaugh

Your comments about our staff: The staff was so kind and sympathetic toward our loss. They were always nearby if we had a need.

Would you refer us to others? Yes. My family has used Heffner's on many occasions and as I said above, your kindness, sympathy and speed mean a lot to a grieving family.

Evelyn Knaub, Sister of Georg R. Sheets

The following Google review was posted:

I have worked in hospice care for many years in the York County area. Heffner Funeral Home had the liberty of working with a family that was near and dear to our hearts. After the service, the family could not say enough kind words about Heffner's professionalism, kindness and sincerity in all that they did. Thank you for all you do to help families you serve during a very difficult time.

Heather Weaver Raubenstine, Caring Hospice Services

Your comments about our staff: Everyone we came in contact with was helpful and courteous.

Jill Fritz, Daughter of Roger Stabley

Your comments about our staff: All of the staff was very professional, caring and respectful. We were always met at the door when arriving and they were very helpful.

Would you refer us to others? Yes. We were very appreciative that Heffner's worked with my father's pre-paid cremation plan arranged through a previous funeral home. From the presentation of the body to the final receiving of the ashes, everything was excellent! We thank you for honoring my father.

Barbara Graver, Daughter of William Sams

Your comments about our staff: Could not have asked for anything better! Everyone we encountered could not have been more helpful, understanding, and courteous. You have an excellent team.

Carolyn E. Grove, Widow of Byron Lee Grove

Your comments about our staff: Your staff were excellent.

Yvonne Blosser, Widow of Benjamin Blosser

Your comments about our staff: Very professional, understanding.

Would you refer us to others? Yes. Everyone who came to my husband's private family viewing was impressed and pleased. A lot said they had never seen anything like it. Lovely.

Additional comments: My husband looked great, just like he was sleeping, which in turn made the viewing much easier and beautiful. Many family members said they had never seen anything like it. Thank you so much at our time of need.

Scharazon Kelson, Widow of Charles J. Kelson, Sr.

Your comments about our staff: Very helpful.

Elaine Leiphart, Daughter of Thelma D. Kapp

Your comments about our staff: Excellent!

Name Withheld by Request

Your comments about our staff: Everything discussed and carried out was professional and with our okay. Thank you for the care and service you gave us.

Charles Wildasin, Son of Romaine A. Wildasin

Your comments about our staff: Staff was very helpful. They took the worry and stress away from us, which is the worst part of planning a service.

Would you refer us to others? Yes. Everything went smoothly and was done in a kind but professional manner!

Sharon Myers, Daughter of Marie Brenneman

Your comments about our staff: All the staff were very professional.

Louis H. Sharp, Widower of Helen Sharp

Your comments about our staff: Super.

Would you refer us to others? Yes. First Class.

Additional comments: Ernie, I met your father at the mall, what a great guy. It was a great time in my retirement with him and the other guys. Thanks again for everything.

Gordon Ginter, Widower of Mary Ellen Ginter

Your comments about our staff: Your staff was very professional and supportive throughout the process. They accommodated our wishes and requests! The family was very pleased with Heffner's overall service and staff.

Name Withheld by Request

Your comments about our staff: You made everything go smoothly with expertise and courtesy.

Robert S. Gillespie, Jr., Son of Shirley Gillespie

Your comments about our staff: Very friendly, helpful and professional.

Cheryl D. Grove, Daughter of Joseph W. Martin

Your comments about our staff: Very professional and understanding!

Khon Puthasin, Son of Phouthong Phoutthasinh

Your comments about our staff: The staff was very helpful during this difficult time. Everything was explained nicely and done within our time limitations. You can tell they genuinely care about what our final wishes were.

Would you refer us to others? Yes. It's a very emotional time, but my family did not feel pressured and the staff was kind and courteous to our needs. The staff walked us through the process and what to do. The service was beautiful and we were able to do the personal touches we had wanted, including our own choice of music.

Josette Hess, Daughter of Avril M. Corbin

Your comments about our staff: Your staff has always been extremely courteous and professional, but you surpassed even those expectations in attending to our needs for my husband's services.

Robbi McClane, Widow of Bruce E. McClane, Jr.

Additional comments: Thank you.

David G. and Tina M. Huber, Son and Daughter-in-Law of Judy Huber

Your comments about our staff: You all were very helpful in my time of loss.

Would you refer us to others? Yes. Because you were concerned about me and everything you could do to make things better for me.

Additional comments: Nobody got upset with me when I kept calling to change things. You did everything I asked you to do. Thank you very much.

Thelma J. Maughlin, Widow of William T. Maughlin

Would you refer us to others? Yes. We don't live in the York area and my wife's body was flown to the York Hospital from Waynesboro, PA. I selected your establishment. She had passed away there. Your people arranged to take her body to Hershey Medical School as she had wanted it to be donated to science.

Alan F. Johnson, Widower of Marilys L. Johnson

Your comments about our staff: Everyone I had contact with was very courteous and helpful. Every attention to detail was made.

Laura A. Hess, Daughter of Cecelia R. Levisky

Your comments about our staff: Just could not have been kinder or more professional. Remembered every detail, even my picture for the thank you cards.

Carol Davis, Daughter-in-Law of Ruth Davis-Morse

Your comments about our staff: Everyone is exceptional. When you go through the death of a loved one, you need the staff at Heffner's to ease you through the tough times.

Sharon A. Heidlebaugh, Sister of Scott B. Lentz

Your comments about our staff: Your staff was responsive, sensitive to our needs, respectful and communicative. Thank you.

Melanie Rodgers, Daughter of Thomas G. Miller

Your comments about our staff: Words cannot express how thoughtful and kind you were.

Additional comments: Once again, thank you for everything you did for me. It was hard losing my husband suddenly. You made my family feel at ease. I just cannot begin to thank you for everything. God bless you all.

Sherry Gastley, Widow of Gareth D. Gastley, Sr.

Your comments about our staff: Special thanks to Jen for helping to put together Mom's order of service for the funeral.

Would you refer us to others? Yes. Very kind and compassionate.

Teresa Kossick, Daughter of Teresa "Jan" White

Your comments about our staff: Everyone was polite and courteous in taking care of a lot for me.

Janet M. Frye, Widow of Richard J. Frye, I.

Would you refer us to others? Yes. Definitely helped us through the process.

Jodie Zearfoss, Daughter of Larry Zearfoss

Your comments about our staff: They were very caring and helpful to our needs.

Name Withheld by Request

Your comments about our staff: Very courteous and respectful.

Beverly M. Rothrock, Sister of Richard E. Downs, Jr.

Your comments about our staff: You made a difficult experience extremely easy for me. Thank you very much.

Name Withheld by Request

Your comments about our staff: My church members, including myself, agree that you all conducted yourselves in a caring and professional manner. I thank you so much for your services.

Would you refer us to others? Yes. I will never forget how your staff cared for her body and supported the family during our time of loss.

Michael Bowden, Son of Dianne Bowden

Your comments about our staff: The staff was very professional and pleasant.

Tami Winsett, Daughter of Anna C. Hinkle

Your comments about our staff: Very helpful and kind.

Would you refer us to others? Yes. Perfection to the entire Marks family. Thank you for everything.

Lynn D. Marks, Widow of Eric C.B. Marks

Your comments about our staff: Thank you.

Would you refer us to others? Yes. First rate professional services.

Name Withheld by Request

Your comments about our staff: Excellent---exceeded our expectations.

Additional comments: Thank you for making my parents' wishes at LINC (VA) happen! Sincerely,

Tom Havekotte, Son of Paul A. Havekotte

Your comments about our staff: Went above and beyond in handling all aspects of our journey in sending my loved one on his journey home!!! Everyone was very comforting and very, very helpful in critical decision making!!! Thank you.

The most important reason for selecting us: My husband stated this choice.

Karen Ulrich, Widow of William E. Ulrich, Sr.

Your comments about our staff: Very good experience which we would recommend to others.

Additional comments: Thank you for all of your help and loving support at a rough time! Have a great day! Many thanks,

Beth & Loretta Slaybaugh, Daughter and Widow of Bruce W. Slaybaugh, Jr.

Would you refer us to others? Yes. Long time client, always well taken care of in an expeditious and facilitating manner. Thank you.

Name Withheld by Request

Your comments about our staff: Wonderful staff. You made a terrible situation bearable. Professional and courteous at all times.

Jenny Zech, Daughter of Robert D. Warner

Would you refer us to others? Yes. In spite of the weather complications, the service was perfect.

MaryAnn Beaverson, Daughter of Donald E. Beaverson

Your comments about our staff: Polite and respectful.

Name Withheld by Request

Your comments about our staff: Very understanding, patience with all our confusion.

Would you refer us to others? Yes. You helped me when I was confused and overwhelmed with where to begin, when I was surprised to be in this time, when you're not prepared for your husband's death, which is unbelievable.

Debra A. Gohn, Widow of Ronald P. Gohn

Would you refer us to others? Yes. A slight "hiccup" at the graveside was handled with great care and professionalism, which was greatly appreciated.

Charles L. Hoover, Son of Betty M. Hoover

Your comments about our staff: I would just like to thank you for all. God Bless.

Would you refer us to others? Yes, because you do a great job!

Name Withheld by Request

Your comments about our staff: They were warm and welcoming. They kept me calm. They answered all my questions, even ones that were probably stupid.

Would you refer us to others? Yes. You took care of everything. There were things I never thought of.

Sandra McNelis, Daughter of Ruth May List

Your comments about our staff: You went out of your way to help us.

John Mathias, Widower of Mary E. Mathias

Your comments about our staff: Very nice people.

Lee H. Landis, Widower of Norma J. Landis

Your comments about our staff: Staff was excellent. Couldn't have been nicer.

Ray E. Fake, Father of Thane J. Fake

Your comments about our staff: Everyone was very wonderful and made mom beautiful.

Wanda J. Waltz, daughter of Pearl L. Pendleton

Your comments about our staff: Excellent.

Tony Turner, Son of Raymond B. Turner

Your comments about our staff: Staff was very professional and did an excellent job.

Would you refer us to others? Yes. Everyone was very helpful and professional in everything they did.

Randy Hull, Son of Nadine V. Olewiler

Your comments about our staff: Can't say enough good things. Your staff were truly amazing all the way through. Thank you!!

Jacob Singer, Son of Dale L. Singer

Your comments about our staff: Great!!

Would you refer us to others? Yes. You guys just did a great job.

James E. Ramble, Widower of Mila E. Ramble

Your comments about our staff: Everyone was very courteous and attentive throughout this stressful period.

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

Would you refer us to others? Definitely. The staff and physical accommodations were wonderful. The physical arrangement of the chapel was just as I requested. The staffers were patient and understanding!

Dr. Kenneth F. Woerthwein, Widower of Francine M. Woerthwein

Would you refer us to others? Yes. Very professional. Very kind and courteous. Everything was done so well. Would recommend to anyone.

William Hafner, Son of Audrey M. Hafner

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

Paul Sheffer, Companion of Amelia M. Wildasin

Would you refer us to others? Yes. Very well done.

Kenneth A. Jacobs, Widower of Gloria J. Jacobs

Your comments about our staff: Everyone was extremely helpful.

Would you refer us to others? Yes. Already have.

Name Withheld By Request

Your comments about our staff: Everything was great!!

Craig Hoke, Son of Regena M. Hoke

Would you refer us to others? Yes. Everyone is so helpful, loving and kind.

Gregory Gross, Sr., Widower of Leisa A. Gross

Your comments about our staff: Impeccable service. Thank you!

Name Withheld by Request

Your comments about our staff: Professional, down to earth, empathetic and genuine.

Would you refer us to others? Yes. A very positive experience at a very difficult time.

Beth Waltz, Granddaughter of Glenn L. Gindlesperger

Would you refer us to others? Yes. Clean, courteous and prompt service.

Name Withheld by Request

Your comments about our staff: Even though it was a small funeral, everything was very outstanding. Cannot say thank you enough!

Curt Westphal, Son-in-Law of Richard S. Manns

Your comments about our staff: Excellent communication and attention to detail contributed to a beautiful service for my mother in Pennsylvania and in New Jersey. Thank you for everything!

Rosemary Cugliari, Daughter of Mary T. Cugliari

Your comments about our staff: I cannot say enough good about your entire staff. They all met our needs and then went above and beyond my expectations. I was more than 100% satisfied with your entire staff. I would recommend your services to everyone.

Would you refer us to others? Yes. Per my above comments, everything was handled in a very professional manner and I had very good comments from relatives and friends regarding how everyone handled the entire service.

Esther M. James, Widow of Michael S. James

Your comments about our staff: Very helpful to our family.

Would you refer us to others? Yes. We would refer your funeral chapel and crematory because of your courteous and helpful associate. She listened and answered all our questions and everything was taken care of as arranged.

Robert Kashner, Brother of Miriam L. Nickol

Your comments about our staff: Your staff was excellent. Most helpful in every way. So very caring. My family and I thank you.

Dorothy E. Greer, Widow of Walter L. Greer

Your comments about our staff: Everyone was very helpful, kind, and very nice.

Gail R. Miller, Widow of Raymond E. Miller

Your comments about our staff: Excellent staff.

Jean-Claude Legault, Widower of Catherine J. Legault

Would you refer us to others? Yes. At a very trying time in my life, your staff made an unpleasant task very easy to deal with.

Michael Thompson, Widower of Linda K. Thompson

Your comments about our staff: Exceptional service! I needed to make a few key decisions and everything was handled. My Mother was prepared very well for the viewing—extremely comforting to see her versus the way she was in the hospital. Thank you.

Autumn Schwartz, Daughter of Kim M. Mummert

Would you refer us to others? Yes. If the subject came up in a conversation, I would mention how pleased I was with the handling of the funeral for my husband in May of 2018, and the handling of the funerals for my mother in 2012 and my father in 1988.

Name Withheld by Request

Your comments about our staff: Your staff was very professional and comforting to our needs. When planning the funeral, they were very supportive and knowledgeable, which made it very easy for me during my pain. They took care of everything. The service was exceptional, just the way I had planned in my heart! My husband would have been very PROUD of your service. Thank you!

Yasmin Rojas-Rivera, Widow of Ariel Rivera

Your comments about our staff: Thank you for the wonderful job.

Lana A. Spangler, Widow of Ronald L. Spangler

Would you refer us to others? Yes. Have provided excellent service to my family on several occasions.

Virginia M. Blakemore, Daughter of Richard E. Bachtell, Jr.

Your comments about our staff: I felt secure and at home with your service. We were treated with respect and kindness.

Darlene Bahn, Widow of David Lee Bahn

Your comments about our staff: Staff was very professional; enjoyed working with them.

Would you refer us to others? Yes. When the occasion arises, I will tell someone about your services.

Name Withheld by Request

Would you refer us to others? Yes. You make it simple.

Blaine H. Drawbaugh, Widower of Janet M. Drawbaugh

Your comments about our staff: Very nice and courteous.

Mausann R. Miller, Widow of Gerald Miller

Your comments about our staff; They have seen us three times in two years, so they have seen us and seen our family dwindle, but was always like family to us.

Would you refer us to others? Yes. Absolutely. They do an excellent and above and beyond job! Every time.

Amber Therit, Niece of Karen M. Smith

Your comments about our staff: Just perfect.

Would you refer us to others? Yes. The best.

George C. Wiley, Jr., Son of George C. Wiley, Sr.

Your comments about our staff: The staff was very good and friendly and my wife looked very good. Ernie, thank you for all you did and do for me.

Would you refer us to others? Yes. I do this because of your kindness and help in need, and I needed your help and you gave it to me and family and friends. Thank you.

William Hensel, Widower of Dolly Mae Hense

Would you refer us to others? Yes. Absolutely!

Margaret Funkhouser, Daughter of William L. Meals, Jr.

Your comments about our staff: Everything was done to Dad's requests. Thank you for handling everything very professionally and being helpful to our family.

Would you refer us to others? Yes. We could not ask for better service. They were very accommodating to our needs and times for meetings and service. Thanks.

Jeri A. Myers, Daughter of Henry E. Myers

Additional comments: I want to thank you for your service. You made our time of mourning easier. With your help, it gave us a good feeling. Seeing Dad as you fixed him so nice, he looked better than he had looked in a long time. Mother and dad picked the best funeral directors around here. Again, thanks for your fine service at our time of sorrow.

Kay E. Stull, Daughter of Thomas F. Burkholder

Your comments about our staff: Professional, personable, sensitive and caring.

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

Robert A. Gordon, Son of Henry C. Gordon

Your comments about our staff: All contacts were excellent.

Additional comments: All I can say is that all contacts and arrangements were excellent and done in a very professional manner. I could have asked for no better and well conducted situations. Sincerely,

J. DeVere Pomroy, Widower of Barbara J. Pomroy

Your comments about our staff: You made things right. Thank you.

Daniel M. Sier, Son of Raymond C. Sier

Your comments about our staff: We were making changes on the day of the funeral and your staff accommodated all of them. Not once did they indicate that they were bothered by last minute changes, although I'm sure they were.

John Brenner, Son of Lillian V. Brenner

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

John Gately, Widower of Angelina A. Gately

Your comments about our staff: The entire staff was professional and caring in every detail. They handled a difficult family situation with great aplomb. Thank you so much!

Thomas Mast, Son of Helen E. Mast

Your comments about our staff: Very courteous and helpful.

Would you refer us to others? Yes. I was pleased with everything. My husband looked at peace; I took some comfort in that.

Bernadette S. Livingston, Widow of Richard C. Livingston

Your comments about our staff: Very efficient, attentive, and kind to all our needs. Thank you.

Lisa L. Roberts, Daughter of Lillian C. Meckley

Your comments about our staff: Excellent staff.

Would you refer us to others? Yes. Great experience. Felt comfortable. Thank you.

Daniel Liberatore, Son of Mary Ann Liberatore

Your comments about our staff: They did a wonderful job.

Betty A. Martinick, Widow of Francis R. Martinick

Your comments about our staff: Everyone was extremely accommodating.

Lorraine Greco, Daughter of Anthony Greco, Sr.

Would you refer us to others? Yes. Treated my loss with kindness and dignity and carried out her/our wishes very well.

Name Withheld by Request

Your comments about our staff: Excellent job! Very caring and professional.

Ray Dietrich, Jr., Son of Barbara J. Dietrich

Your comments about our staff: Everything was great.

Name Withheld by Request

Your comments about our staff: Very helpful, including sending extra death certificates which we needed.

Ms. Joan R. Wendel, Sister of Janet R. Matson

Your comments about our staff: Great staff.

Name Withheld by Request

Your comments about our staff: I was very impressed with everyone and everything that was done for us. I was very pleased.

Would you refer us to others? Yes. Was very happy with all the services that were provided.

Bonnie J. Rogers, Widow of Joseph A. Rogers, Jr.

Your comments about our staff: Everyone was very professional, helpful and caring.

Would you refer us to others? Yes.

Name Withheld by Request

Would you refer us to others? Yes. Excellent people to deal with. Very professional.

Victoria L. Mason, Daughter of Thelma R. Earnst

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

Mrs. Patricia M. Patterson, widow of Jeffrey L. Patterson

Your comments about our staff: Treated me with respect and compassion on the death of my beloved husband.

Beverly I. French, Widow of Richard L. French

Would you refer us to others? Yes. Everything was arranged as I asked.

Name Withheld by Request

Your comments about our staff: Service was excellent.

Would you refer us to others? Yes. I will highly recommend your services.

Connie Bentzel, Daughter of M. Martha Cunningham

Your comments about our staff: Very professional.

Would you refer us to others? Yes. Performed everything as had arranged.

James A. Miller, Widower of Evelyn M. Miller

Your comments about our staff: You answered our phone calls quickly and were very attentive to our needs. My sisters, dad, and I were very pleased with your quality of service.

Judy A. Newton, Daughter of Elizabeth M. Thomas

Your comments about our staff: The staff was very professional and caring. They made everything very easy and uncomplicated.

Would you refer us to others? Yes, because everyone is so compassionate, caring and warm.

Donna Koller and Family, Widow and Family of C. Fred Koller, Jr.

Your comments about our staff: All were so wonderful during this hard time!

Would you refer us to others? Yes. Your thoroughness, kindness and some guidance through the whole experience.

Colleen D. Thomas, Daughter of Janet M. Thomas

Your comments about our staff: Excellent.

Larry Hughes, Nephew of Waits J. Hughes

Your comments about our staff: Very helpful and kind. I so appreciated all the help and kindness that my family and I had this past Saturday at my husband's service.

Name Withheld by Request

Your comments about our staff: Your staff did a fabulous job and seemed very caring and understanding. We were very pleased. All in all, a perfect service. Thank you.

Name Withheld by Request

Your comments about our staff: Everyone is pleasant, patient and always ready to help or advise when and however needed. Very professional staff.

Additional comments: Not only do they act professional, their neat and well groomed appearance maintains the high standards of Heffner's.

Mrs. Alesa Joseph, Daughter-in-Law of Jane M. Joseph

Your comments about our staff: Most courteous, sensitive and professional.

Lucie Castro, Sister of Joseph L. Maldonado

Would you refer us to others? Yes. Your care during and after were greatly appreciated.

Virginia M. Blakemore, Widow of Cecil E. Blakemore

Your comments about our staff: They are all great!

Would you refer us to others? Yes. From the beginning to the end, everything was perfect.

Carolyn A. Bahn, Companion of Philip L. Erb

Your comments about our staff: Our representative was solicitous but not intrusive, just the right demeanor for the occasion. He outlined every service and was mindful of our wish/need to keep the cremation and memorial simple and cost effective since we were paying for everything because Charles did not have life insurance or an estate.

Would you refer us to others? Yes. Your company handled the cremations for both of our parents and did a top notch job.

Roberta E. Rishel, Sister of Charles W. Rearich

Your comments about our staff: Kasie walked in my door and immediately greeted us and said she had to tell us a story. She proceeded to tell me how she had met my mom a few weeks before. She had gone above and beyond to come to the aid of a hearing impaired woman whose friend had passed away. When my mom couldn't hear Kasie well over the phone, Kasie drove to my mom's house to give her the friend's funeral information. Kasie touched my mom by caring and, of course, she touched my heart because she helped a stranger who happened to be dear to me.

Name Withheld by Request

Your comments about our staff: Everything was taken care of efficiently, respectfully, and professionally.

Madeline D. Bower, Widow of Edward E. Bower

Your comments about our staff: Friendly, compassionate.

Would you refer us to others? Yes. Good, friendly service.

Kenneth L. Good, Son of Daniel W. Good

Your comments about our staff: The staff was courteous and very helpful. I never had the feeling they were trying to sell me more, but they did ask questions to make sure all of my needs were met and the arrangements had everything I wanted.

Gregg L. Sanders, Son of Raymond L. Sanders

Your comments about our staff: Very helpful.

Mr. H. Thomas Kilburn, Widower of Phyllis D. Kilburn

Your comments about our staff: Every member of your staff was very professional at all times. My family and I were treated with dignity at all times. We were very pleased with the whole process! Thank you very much.

Richard K. Wiley, Uncle of Tracey L. Wiltsie,

Your comments about our staff: The viewing went perfectly. All who attended were very impressed with everything. I was very pleased how everything was handled before, during and afterwards.

Mrs. Donna Allen, Daughter of Helen M. Anglemeyer

Your comments about our staff: Pleasant and very attentive to our wants.

Name Withheld by Request

Your comments about our staff: Very professional and very comforting.

Would you refer us to others? Yes. Wonderful staff and the added extras of caring.

Linda Bean, Widow of James F. Bean

Would you refer us to others? Yes. Heffner is all about details—You can be assured everything is taken care of!!

Angela Fantom Kern, Daughter of Charles A. Fantom, Jr.

Your comments about our staff: Thank God for Heffner Funeral Home! The staff literally couldn't have been more helpful. They provided comfort when needed, answered my 1,000 questions, and did everything we asked. Thank you!

Would you refer us to others? Yes. Absolutely! Please let me know if I can give you any type of recommendation or reference. Thank you so much!

Whitney E. Kinard, Daughter of Larry W. Kinard

Your comments about our staff: Your staff was outstanding. They helped in any way and always. They went above and beyond what was anticipated from them.

Would you refer us to others? Yes. Your staff was predictable in things that were necessary to complete (ie. Social security, pension, interest, etc.)

Henry E. Myers, Widower of Mary Delores Myers

Your comments about our staff: Everyone was awesome. Made everything easier for me and my family.

Would you refer us to others? Yes. Everything was perfect, and then some.

Kathleen A. Bowers, Widow of Robert E. Bowers

Your comments about our staff: Very professional and conducted themselves with finesse.

Janice L. Godfrey, Widow of Paul E. Godfrey, Jr.

Your comments about our staff: Did a great job. No, not a great job, an excellent job.

Eric Barrenger, Son of Charles E. Barrenger

Your comments about our staff: The staff was very understanding of the hardship that we have gone through. They followed through from start to finish with our needs.

Would you refer us to others? Yes. The treatment and care of my mom and the family was very respectful and professional. The funeral home provided a clean and calm environment to hold a lot of people coming together to mourn the loss of a loved one.

Amber N. Therit, Daughter of Susan E. Therit

Your comments about our staff: Excellent, very helpful and knowledgeable.

Ellen Cruse, Granddaughter of Joyce M. Murphy

Your comments about our staff: I didn't expect any less than such kind, caring and respectful employees you have. The females rock.

Would you refer us to others? Yes. From the first step to the final step, I never felt alone. There was no rush and no pushy sales. I felt as if it was going to be just fine, and on that final day, it was.

Karen Kolegraf, Daughter of Delores L. Buchanan

Your comments about our staff: Absolutely best service we could have imagined. Made this difficult time so much easier by doing <u>everything</u>! Above and beyond! Many thanks!

Would you refer us to others? Yes. Absolutely! We tell everyone about our wonderful experience with you!

Mrs. Miriam Burns, Widow of Reverend Thomas M. Burns, Jr.

Your comments about our staff: Your staff is awesome! Enough said!

Would you refer us to others? Yes. You are awesome in every way! Enough said! Give them all a raise!!

Mary L. Peters, Daughter of Violet M.J. Smith

Your comments about our staff: Your staff are very courteous and awesome people to work with in such a bad time for our family. Thank all your staff.

Jim Martin, Son of Darlene B. Shaffer

Your comments about our staff: They are caring people.

Name Withheld by Request

Your comments about our staff: You are the best!!!

Would you refer us to others? Yes. I always do! Even when they don't ask!

Additional comments: You all were indeed fantastic the whole time. I was fortunate that you did "My Baby's" funeral. Thank all of you for your professionalism that is your natural way of doing your service. You are most special to the Starr's!

Reverend Richard B. Starr, Widower of Carol J. Starr

Would you refer us to others? Yes. Very professional and met all of our needs.

Mrs. Fae Hoffman, Widow of Kenneth E. Hoffman

Your comments about our staff: Your staff was respectful, accommodating and eager to address all our needs.

Paul S. Hershey, Widower of Sandra F. Hershey

Your comments about our staff: Excellent job by everyone.

Would you refer us to others? Yes. We couldn't have asked for anything more. Everything was perfect.

Ms. Vicki Sidesinger, Daughter of George A. Sidesinger, Sr.

Your comments about our staff: My husband died at home. The staff was respectful and kind when removing the body. I was put at ease at the office and was given helpful advice concerning social security requirements.

Name Withheld by Request

Your comments about our staff: Everyone was so caring and attentive. Proper preplanning made the arrangements easy to finalize!

Would you refer us to others? Yes. Because I was back in Florida, a friend identified her for cremation. She was so impressed that you had prepared Elizabeth for a private viewing. This was very meaningful and she felt she could say a proper goodbye to Elizabeth. Coordination with Glen Haven in Maryland and with her lawyer/executor was handled perfectly. Thank you for your kind attention to my dear friend, Elizabeth Cannon.

Denise Collins, Friend of Elizabeth A. Cannon

Your comments about our staff: Your staff were very helpful and kind. All the staff worked with our wishes as you arranged and conducted the service for my husband. We appreciate all that you did for me and our family.

Would you refer us to others? Yes. I had pre-arranged our funerals several years ago so all the things our family wanted were honored.

Mrs. F. Marguerite Narber, Widow of Harold W. Narber

Your comments about our staff: Staff was excellent. Very kind and thoughtful. Everything was handled with the utmost care and respect. Couldn't ask for better service.

Lenette Spiegel, Widow of Brian K. Spiegel

Your comments about our staff: They were very caring. Very helpful.

Would you refer us to others? Yes. They complied with my parent's pre-arrangement wishes. They worked that we could do the funeral services together.

Linda Billet, Daughter of Lucy B. Sheffer and George H. Sheffer

Your comments about our staff: It's very comforting to walk in your funeral home and all your staff members know what's going on and can help you.

Would you refer us to others? Yes. Your staff are very professional and caring. They make sure all details, large or small are taken care of. I know when my time comes, I will be taken very good care of.

Dave and Wendy Simmons, Son and Daughter-in-Law of Barbara A. Simmons

Your comments about our staff: I was pleased with everything about the service, both at the funeral home and at the cemetery. I thought everything was very professional and thorough.

Brian Lippy, Son of Esther M. Lippy

Your comments about our staff: Many of the attendees commented on how accommodating all of your staff members were. They were very polite, courteous and nice to everyone. They get a 4 also.

Dorothy L. Morris, Widow of Robert L. Morris

Would you refer us to others? Yes. We had your services for my father and other family members, and now for my mother. You did a wonderful job on all that was asked. Also do some extras that we did not know about or think of. Excellent job.

David Gladfelter, son of Myrtle A. Gladfelter

Your comments about our staff: Very impressive!

Would you refer us to others? Yes. Myself and everyone were very happy. Many people commented how it made the event easier on them.

Scott Gantz, Son of Henrietta B. Gantz

Your comments about our staff: They bent over backwards to satisfy me!

Additional comments: My mother, Betty Scott, passed on 7/12/16. I had pre-arranged for her funeral years ago. I also pre-arranged for myself years ago too!

Mrs. Betty S. Myers, Daughter of Betty J. Scott

Your comments about our staff: Your staff was very helpful and understanding. I was very pleased.

Would you refer us to others? Yes. I would certainly refer you to others. You were very kind and sympathetic.

Mrs. Sandra Sipe, Widow of Donald E. Sipe

Your comments about our staff: All the members of your staff are courteous, professional and extremely well informed about the proceedings regarding the funerary service, as well as administrative requirements. The staff also conduct themselves with the right mixture of decorum and gravity, but at the same time, are friendly and personable. They are skilled at finding the appropriate balance. I always feel I am in the hands of experts when I deal with Heffner's. The service is five star. I appreciate the flexibility you offer in preparing the service to the customer's needs and beliefs.

Ms. Emily E. Kaufman, daughter of Betty J. Kaufman

Your comments about our staff: They were all very friendly and helpful.

Would you refer us to others? Yes. Staff is friendly. The place is well taken care of. I had a few relatives there and everybody seemed to like it.

Mrs. Karen M. Smith, daughter of Thelma V. Swords

Your comments about our staff: You have an excellent, caring, courteous staff.

Would you refer us to others? Yes. Looking back after the service, you provide more services and extras that the others don't provide. Your prospective customers need to know this.

Randal Wanbaugh, Widower of Yvonne E. Wanbaugh

Would you refer us to others? Yes. You made me feel very much like family and showed you really cared. Thank you.

Mrs. Patti A. Fuhrman, Widow of Todd S. Fuhrman

Your comments about our staff: I was very pleased with everyone I met.

Would you refer us to others? Yes. We were happy with how you handled Norma Altland's burial last September. Philip wanted the same for himself and you did well.

Daniel B. Wilson, Nephew of Philip J. Altland

Would you refer us to others? Yes. There were no hard sales; all of our needs were met. I was treated with respect and dignity. You worked with my family time schedule. It was appreciated.

Mrs. Ellen Louise Brooks, Widow of Russell B. Brooks

Your comments about our staff: Professional.

Cramer D. Bacque, Widower of Edna A. Bacque

Your comments about our staff: Wonderful courteous staff, pleasure to deal with. Above and beyond very warm and comforting.

Would you refer us to others? Yes. Already have.

Joshua A. Einsig, Son of Melanie A. Einsig

Your comments about our staff: Your staff was just wonderful. The service was just beautiful.

Would you refer us to others? Yes. Everyone was so nice. The clergy was just beautiful. I still can't get over how beautiful everything was. I would let everyone know how courteous you were.

Mrs. Jean M. Sharp, Widow of Earl W. Sharp

Your comments about our staff: Staff was excellent, offering above and beyond what was expected!

Walter and Gary Greiner, Widower and son of F. Elaine Greiner

Additional comments: My father looked better than we expected. We were pleased with everything.

Name Withheld by Request

Your comments about our staff: The staff did an excellent job for my wife. She looked like herself.

Would you refer us to others? Yes. I cannot say enough for what your people did for her. Thank you.

Mr. Richard Sullenberger, Widower of Eileen R. Sullenberger

Your comments about our staff: Everyone at Heffner's is very professional and courteous.

Would you refer us to others? Yes. Very helpful and considerate staff. Beautiful facility, as well as very peaceful.

Ms. Linda Evangelisti, Daughter of Lauren A. Freedom

Your comments about our staff: You have a very good bunch of people. We had pre-arranged which helped, but they made sure I understood everything and at times, had to repeat things when my mind just didn't get it.

Would you refer us to others? Yes. The staff doesn't rush you to make decisions.

Mrs. Christine S. Rollman, Widow of Robert L. Rollman

Your comments about our staff: Your staff have once again helped my family get through a very difficult time.

Would you refer us to others? Yes. Your staff takes care of so many things that you don't even think about while you are in the middle of dealing with so many emotions. It is not until later that it is realized all the big and small things you have helped with.

Bonny Harbold, daughter of Ruth D. Bievenour

Your comments about our staff: Outstanding start to finish! Made a difficult time much easier to deal with. Showed compassion.

Would you refer us to others? Yes. I would definitely recommend Heffner's to others. Mom had pre-arranged 22 years prior to passing. I was concerned some things may have fallen through the cracks during that time, but everything was as I expected per her instructions.

Ray A. Boileau, son of Helen J. Boileau

Your comments about our staff: Warm, compassionate and friendly. Refreshing!

Would you refer us to others? Yes. On both occasions, your staff made everything so easy. Both of my parents looked calm and peaceful—as if they were just sleeping.

Melissa A. Boyer, Daughter of George M. Boyer, Sr.

Would you refer us to others? Yes. All aspects of our mother's viewing and service were handled flawlessly and promptly. We were very happy with the cosmetology work, the celebrant, and the directions.

Ross L. Edgar, Son of Laura J. Edgar

Your comments about our staff: Everyone on your staff was most helpful and accommodating!

Mr. and Mrs. Jeffrey S. Butcher, Son and daughter-in-law of Michael G. Butcher

Your comments about our staff: Your entire staff was wonderful and compassionate toward myself, my boys, and all of my family. I appreciate how caring you all were.

Would you refer us to others? Yes. The professionalism shown by the staff was so caring and loving.

Theresa A. Goodwin, Widow of David E. Goodwin

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

Earl P. Zinn, Son of Earl R. Zinn

Your comments about our staff: Professional, courteous, and very helpful.

Mr. Ghan Desai, Son of Matilal C. Desai

Your comments about our staff: Everywhere from or at my father's home to the viewing, your staff was perceptive, calming, and helpful.

Deborah Noel, Daughter of Richard K. Lewis, Sr.

Would you refer us to others? Yes. Professional, friendly, personable.

Ms. Sharon E. Christ, Daughter of John Christ

Your comments about our staff: Very personable and respected our wishes.

Mrs. Robin Myers, Daughter of Virginia R. Potts

Your comments about our staff: Can't express enough my gratitude for everything you did for me and all your help. Everyone has been very kind and caring through all of this. Could not have asked for a better place. Everything was beautiful. Mike would have been very pleased. Don't lose touch with me. Thank you again for everything and just for being there for me. With God's grace, I will get through this horrible time. Sincerely,

Susie Myers, Widow of Michael A. Myers

Would you refer us to others? Yes. Made a difficult time much easier to get through, made all aspects of the process very seamless and extremely helpful every step of the way.

Scott L. Markle, Nephew of Bertha J. Markle

Your comments about our staff: Couldn't have better service. Thanks—you were all so polite.

Mrs. Josephine M. Smith, Widow of Leroy M. Smith, Sr.,

Your comments about our staff: They couldn't have been nicer or more helpful—you've got a great staff.

Mrs. Debra L. Toscano, Widow of Robert S. Toscano

Your comments about our staff: I want to thank your staff for accommodating our last minute change during the visitation. We decided to stay with the casket open. The spray was moved to the top of the casket and it was left open. Again, thank you for your understanding and help.

Would you refer us to others? Yes. I would recommend because of the following: professional, very attentive, and listened to our wishes and needs.

Brian Vandermark, Son of Clair E. Vandermark

Additional comments: I did not just put a circle on the excellent line. Everything was excellent. Thank you so much. Yours,

Hendrik van Harskamp, Widower of Johanna van Harskamp

Would you refer us to others? Yes. I have many times.

Mrs. Kimberly Rudisill, Sister of Mary L. Potts

Your comments about our staff: We had a simple service for family only. The Honor Guard was there. I was completely satisfied and the rest of the family all gave positive comments.

Jeffrey L. Rohrbaugh, Son of George H. Rohrbaugh

Your comments about our staff: Very courteous and professional manner. Very subdued and helpful.

Additional comments: It is very hard to know what to say and do at a time like this. I appreciate all that you did for me and my family.

Name Withheld By Request

Your comments about our staff: Your staff was wonderful to myself and my family. We thank all of you for your kindness and the way you helped us get through everything. Thanks to all of you from the bottom of our hearts.

Would you refer us to others? Yes, because we truly do appreciate all you have done for us. Thank you.

Mrs. Sarah F. Ritter, Widow of Raymond E. Ritter, Jr.

Your comments about our staff: I don't believe you could have done more. Thank you.

Mr. Randolph Howard, Widower of Doris L. Senft

Your comments about our staff: I received many comments from friends that our service was very nice. Our celebrant told our stories very well.

Deborah R. Bowley, Widow of William J. Bowley

Would you refer us to others? Yes. I say this primarily because of the professional manner displayed by all that I and my family encountered.

Name Withheld by Request

Your comments about our staff: Very good.

Additional comments: Our mother wanted a very simple burial. We were not pressured to do anything she didn't want.

Mrs. Linda Watson, Daughter of Ruth E. Jadro

Your comments about our staff: Everyone we had contact with was very nice and helpful and helped to guide us through a very emotional time in our lives with thoughtfulness and care.

Name Withheld by Request

Your comments about our staff: They are the best. Love everything they did for us. This is why our family comes here! The girls in the office are so nice.

Would you refer us to others? Yes. Have already.

Mrs. Carol Dinges, Daughter-in-Law of Margaret I. Dinges

Your comments about our staff: Very thoughtful and answered any and all questions.

Ms. Peggy Griffin, Daughter of Betty R. Codrington

Your comments about our staff: Excellent. Thorough and caring.

Name Withheld by Request

Your comments about our staff: Very professional and attentive to our needs.

Would you refer us to others? Yes. The facility is very clean and attractive.

Shirley B. Cooper, Widow of Aubrey E. Cooper

Your comments about our staff: Everyone was so nice and helped in any way needed. Your facility is very beautiful and relaxing.

Arthur O. Nagle, Son of Owen H. Nagle

Would you refer us to others? Yes. Quality, friendliness, and compassion of staff. Made a very trying situation much easier.

Lorraine Downie, Friend of Gerald F. Spear, Jr.

Your comments about our staff: Comfortable, thoughtful.

Mrs. Lillian R. Bragg, Widow of Robert M. Bragg, Sr.

Your comments about our staff: They were very helpful and caring, making it easier for everyone in the family during this difficult and sad time.

Would you refer us to others? Yes. Having the pre-arranged plan helps to let the family get through this sad time knowing everything is already taken care of.

Mary Ann Wertman, Widow of Samuel R. Wertman

Your comments about our staff: Very professional, friendly and courteous.

Deborah A. Starner, Widow of William L. Starner

Your comments about our staff: Very professional.

Denise J. Myers, Niece of Mary D. Moses

Your comments about our staff: Very professional, and accommodating in a relaxing atmosphere. Thank you.

Michael R. Ketterman, Son of Evelyn M. Ketterman

Your comments about our staff: All were very kind and gentle and concerned that my wishes were fulfilled.

Would you refer us to others? Yes. Heffner Funeral Home is 1st class! And very refined.

Name Withheld by Request

Your comments about our staff: Fabulous! Attentive!

Ms. Tina Hess, Guardian for Mary A. Miller

Your comments about our staff: Everybody did their job!

Stephen E. Detter, Son of Grace M. Caywood

Your comments about our staff: Everyone was kind, compassionate, caring and very professional in all interactions.

Ms. Tami Beck, Daughter of Claude F. Hinkle

Would you refer us to others? Yes. I was very pleased with the arrangements and the service. It was very well taken care of.

Mrs. Jean E. Eck, Widow of David L. Eck

Would you refer us to others? Yes. Absolutely—was very professional and comfortable to work with.

Jane Wagman, Caregiver for Edith L. Smith

Your comments about our staff: Excellent staff, keep them all!!

Would you refer us to others? Yes. Excellent service.

Mr. and Mrs. Earl P. Zinn, Son and Daughter-in-Law of Elizabeth C. Zinn

Your comments about our staff: Your staff is fantastic.

Would you refer us to others? Yes. Your staff is very professional and very caring—above and beyond.

Additional comments: Thanks for your kind care and professional service. You should be very proud of your staff.

Wayne Miller, Brother of Charlotte M. Altland

Your comments about our staff: Very helpful.

Mrs. AnnaMae K. Dennis, Widow of Richard E. Dennis

Your comments about our staff: Outstanding service.

Charles R. Potter, Jr., Widower of Ruth D. Potter

Your comments about our staff: Incredibly helpful and professional. Always responded to questions or concerns immediately and made himself available for our needs. I appreciate it very much.

Nichole M. Evans, Daughter of David E. Evans

Your comments about our staff: Your faculty was a pleasure to deal with during a very difficult time.

Mr. Kurt A. Blake, Widower of Angela N. Dobrinoff-Blake

Your comments about our staff: Everyone was helpful, professional, cordial, and meticulous. Every detail was attended to with the utmost care and concern, from the day we arrived to make our choices, right up to and beyond the funeral service itself.

Would you refer us to others? Yes I would---for all the reasons listed above.

Additional comments: I would say that overall, that excellent would be the best word to describe the entire experience. You did a wonderful presentation of my father. Obviously, I'm pleased with everything overall, which is why I just prepaid to have my mother's service here as well. My father-in-law's was here just 2 years ago. Thank you all for making a hard situation as easy and pain free as possible.

Mrs. Anita Mitchell, Daughter of David L. Lehigh

Your comments about our staff: Your staff did a beautiful job.

Donald K. Weigle, Widower of Anne E. Weigle

Your comments about our staff: Very professional, friendly and helpful.

Mrs. Patricia M. Zech and Mrs. Joanne Allsop, Daughters of Herman S Myers

Your comments about our staff: Your staff is friendly.

Would you refer us to others? Yes. Because you do a good job.

Sharon E. Sowards, Widow of Randall A. Sowards

Your comments about our staff: Very friendly, kind and professional.

Krista Abbaticchio, Daughter of Rogers E. Hall

Your comments about our staff: Outstanding, compassionate.

Please check the most important reason for selecting us: There was no question as to whom to call—my father, my mother, and my brother were handled just wonderfully.

Would you refer us to others? Yes. Thank you so much for your sensitive, tactful, special service.

Dr. Linda R. Matesevac, Sister of Robert V. Schenck, Jr.

Your comments about our staff: When they arrived at our home, they performed their duties respectfully and professionally—a blessing because we had never discussed funeral services other than to affirm that we wanted cremation, and that was years ago.

Would you refer us to others? Yes. My two children, one from Kensington, MD and the other from Studio City, CA, were as impressed with Heffner's handling of everything as was I.
Additional comments: My husband and I never took the time to pre-plan funeral arrangements other than to declare that we wanted cremation. So when my husband passed away just three days before I was scheduled for major surgery, I had to make some quick decisions. I first called the funeral home my parents had used, but was turned off by their questions before we got very far. My experience with Heffner was incredibly satisfying from the first phone call to the cremation itself. Beautifully executed, simple and private—and dignified. Our children agreed with me whole-heartedly on this. I would recommend Heffner to anyone.

Carol J. Innerst, Widow of Preston E. Innerst

Your comments about our staff: Were rather friendly, helpful, and respectful.

Would you refer us to others? Yes. Because we were satisfied with the service.

Yolanda Cooney, Wife of Albert A. Cooney

Your comments about our staff: Your staff was professional, helpful and attentive to our needs. You performed everything that we arranged.

Barry L. Treadway, Son of Janette R. Wilt

Would you refer us to others? Yes. Very satisfied with your services and personnel.

Robert D. Myers, Jr., Son of Robert D. Myers

Would you refer us to others? Yes. If someone asked me about Heffner's.

Name Withheld by Request

Your comments about our staff: Very caring, considerate, thoughtful and helpful. Loved the video presentation. Very positive feedback on the memorial folders.

Mrs. Martina S. Schade, Widow of Carlos E. Schade

Your comments about our staff: Personal on a professional basis.

Mrs. Martha A. Krotzer, Daughter of Iva B. Nace

Your comments about our staff: Really good. Excellent.

Mrs. Annabelle E. Worley, Companion of Eugene H. Krebs

Could not have been more helpful!!

Charles P. Weaver, Widower of Betty Weaver

Very considerate and helpful. Because of the spotless facilities, also the dignity and respect given to us.

Helen A. Flinchbaugh, Widow of Henry Flinchbaugh

Everyone was wonderful & without your help we would not have been able to get thru this. The shock of her death, was awful, but we want to thank everyone for their great support.

Betty Howard, Sherry Howard's mother

Very professional.

Elwood Cooper, Jr., son of Elwood Sr.

Your staff was more than excellent. Your ratings should be higher. When someone is in need of your service I will tell them how helpful and how concerned your whole staff was. Thank you for everything. The whole family was pleased with the way Rachel looked. It is a great way to remember her. Especially, after seeing her so ill and in pain. Thank you again. We all appreciate the help, consideration, and courtesy.

Margaret Tyson, daughter-in-law of Rachel S. Johnson

Everything was done in a first class manner.

Lloyd B. Graff, Widower of Doris A. Graff

They were very helpful & caring. Respectful & comforting. Every detail was perfect.

Carol Aston, daughter of Fred Millward

Our family of Amanda R. Wertz were very pleased with everything. Want to thank you again for your staff and all that they did.

Constance Snyder for Amanda Wertz

Very, Very polite. You did everything possible to make us feel comfortable with my husband's death. Also you have a beautiful funeral home.

Ruth Leypoldt, Widow of William Leypoldt

Extremely helpful – very professional.

Ruth Wolf, Widow of Donald E. Wolf

It was a very difficult time for me. My husband, Donald Biehl died in his sleep, it was a great shock. Your staff made things as easy for me as was possible. You handled my husband with dignity and respect. Thank you. * On-site cremation was important to me!

Kathleen Biehl, Widow of Donald E. Biehl

Very helpful with things of importance, that was not known.

Helen B. Jerome, for Arthur L. Jerome

Caring, considerate at our time of need.

Deborah Keiser, granddaughter of Janet I. Kunkle

Excellent staff. Very warm & nice.

Desiree R. Strine, for Joann Staub

Made me & my family feel at ease.

Betty J. Stauch for Beatrice E. Rice

During that stressful time, your staff helped me in ways I can't thank you enough for.

James Arnold, son of Doris Arnold

Dear Mr. Heffner & staff, I want to thank you for the kind and courteous services during my husband's death. It really made it less difficult for me. I would recommend your services to anyone I know. God Bless you & your staff. Sincerely,

Brenda D. Cashdollar, Widow of Gerald Cashdollar

Everyone was very caring and showed concern for me and my family. It was much appreciated. All final services were completed according to Mom's wishes.

Margaret M. Lancaster, daughter of Florence Ronnbom

I will recommend your services to others within our community, who value my judgement!

Doug Hoke, son of Mary I. Hoke

You went out of your way & took the time & gave me the time at a very bad time.

Ronald Cool, Widower of Barbara Cool

Thank you so much for all you did. I was very happy with your service. I was thankful for your patience.

Deb Musselman, niece of Mary E. Baker

Very caring staff.

Neal Palumbo, brother of Craig S. Palumbo

Everyone was extremely kind and caring and very sensitive to our needs. There was never any pressure or push to purchase the "most" expensive. Everything and every option was explained. I am very grateful for the support that was given to me and my family. It never once felt like the staff was "Just doing their job". It was apparent that they are caring people and it is more than "just a job!"

Debra L. Biser, sister of Susan Rockstroh

Everyone was very professional and courteous. There were things brought to our attention that we hadn't thought of. The staff was excellent. We were well pleased with everything that was done for us and our loved one.

Joanne K. Kapp for Larry Kapp

Very – very good.

James Dumblauskas, Widower of Christine

Your staff is the greatest. All our needs were taken care of.

Betty J. Shaffer, Widow of Bruce E. Shaffer Sr.

Your staff was kind and considerate. Attended to our needs. Everything was professionally done. Also, my father looked great and the viewing and service were very nice.

Judith Kuentzler, daughter of Harold E. Crumling

Staff was wonderful. Helped us out tremendously and assisted us with understanding the process we needed to follow, while others tried to take advantage of our situation.

Highly!! (Would your refer us to others?)

Pamela Zgorski, granddaughter of Emma A. Stowe

Everyone was professional – sympathetic – kind and truly helpful in every way!

Eva Swartzbaugh, sister of Ruth Posey

Your staff were very warm and caring. My daughter's husband died in May and Burg's were very cold.

Linda Spahr, Widow of Richard Spahr

Everyone was pleasant, helpful, thoughtful, wonderful! Thank you!

Sandy Thompson, daughter of Catherine Sheaffer

I have buried a daughter, a brother, my father, and my mother. Heffner handled all four funerals. I would never dream of going anywhere else.

Tina Clark, daughter of Betty Blackwell

I was pleased with the way my mother looked and the room was lovely.

Marion Neiman, daughter of Mildred Bortner

Absolutely the best.

Nancy Jameson, Widow of Joseph Jameson

Everyone was outstanding during the difficult time. Everything was very appreciated.

Bob White, son of Pauline White

I was very pleased that your service was excellent and also that in our time of loss that you could work with us in the financial matters tending to these arrangements. I would give you the highest rating in service.

Michelle Verbeeck, daughter-in-law of Blanche Verbeeck

Could not have been better. Everything about the preparations, personnel and particulars reg. Cars, leadership, follow up – "Top of the Line".

Susan A. Herr, daughter of Catherine A. Whiteman

Everyone treated me excellent. Thank you!

Keith Simpson, son of Joyce Simpson

We were well satisfied with customer service. Caring & compassion was demonstrated throughout the process.

Patricia Graybill-O'Ercole, sister-in-law of Benjamin A. Long

Your staff is very professional and we were very pleased with how all our wishes were carried out.

John E. Jamison, brother of Sara E. Clark

Extremely helpful and supportive.

Lauren E. Lease, mother of Jack Phelan Jr.

Besides the ordinary funeral arrangements, many other things were added to the service, bookmarks, brochures, drive by the house that made funeral special for everyone including my wife, Sheila.

The owner and staff did a remarkable job especially when preparing my wife for the viewing. She was truly the gracious and beautiful lady that she was in life.

Shanon R. Toal, Widower of Sheila Drayden-Toal

Professional and tended to all our needs.

Helpful – patient – never seemed to rush us.

Rita Linebaugh, daughter of Margaret E. Galambos

Even though this was prearranged, I'm sure every detail would have been at least as good, or better, had arrangements needed to be made. I've already recommended you to others. Thank you for everything.

Joan Bailey, daughter of Viola Miller

Most helpful, courteous, & kind.

Kathy Johnson, POA for Marguerite Julius

They couldn't have been nicer.

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

Name Withheld by Request

Words to describe your company, funeral directors, & office staff – cariang, compassionate, integrity, affectionate, feel like family!

Nancy Karns, daughter of Josie Caruthers

Your staff is to be highly commended for their caring, compassionate service. Many of our visitors commented on the lovely funeral service bulletin.

Kathy Estep, Chris Dantro, Vicki Stambaugh, & Connie Clancy for Donaline R. Cable

All of your staff was wonderful. I could not have asked for anything more. Thank you. Your treatment to me was wonderfully supportive!

Colleen R. Sampere for Anna I. Black

Your staff is excellent. The manner in which they conducted themselves was outstanding.

Eugene D. Hemmann, Widower of LaNae M. Hemmann

My family and I could not have asked for better help and concern when we lost Bob. The staff people were very helpful with all our needs. The night of Bob's viewing everything was so well taken care of my stress was gone.

Would you refer us to others?: Yes, because of the staff, and taking good care of myself and the family. Thank you,

Janet & family of Robert E. Glatfelter

Your staff was very understanding to our family's emotional needs during this sadness in our lives. If they couldn't answer our questions at the time, they checked into it and got back to us immediately to inform us with the answers.

Pre-arrangement of the burial made the whole process so much easier so we could attend to our family's needs immediately after the passing of our Dad and Grandfather. Thank you again for your services. Sincerely,

Nancy R. Hilferty, daughter of Robert Sallade

Good about everything. Everything was satisfactory.

Name Withheld by Request

Very friendly & thoughtful & caring. Really appreciate that you mailed my thank you notes, etc.

Mrs. Nancy Koch, Widow of Douglas E. Koch

We as a family were very pleased with our Mother's service.

Vicki A. Mead & Robert Waltemyer, daughter and Widower of Elizabeth A. Waltemyer

Cordial and efficient.

Name Withheld by Request

Fantastic.

Stewart Olewiler, Widower of Debra Olewiler

All were courteous and very concerned about us at this difficult time. The people who answered the telephone were also polite and answered my questions with empathy and caring about me.

Your staff was so caring in our time of need. Every detail was done so we didn't have to worry about anything. Please extend to your entire staff my Thank You for everything they did.

Barbara Saylor, friend of Dorinda Hinkle

Very nice. Very good work.

Barbara Robinson for Michael W. Robinson Jr.

Very consoling and friendly.

Phyllis M. Ehrhart for Richard E. Ehrhart

There were some things I didn't understand and you took the time to explain them to me.

Katrina Miller, Widow of Jack R. Miller, Sr.

Very caring, listened to needs, explained everything clearly, understanding.

Thank you very much for your friendliness and understanding. Your services were greatly appreciated at our time of needed sympathy and caring. Thanks again,

April M. Rohrbaugh, mother of David M. Swartz

I really appreciated the help you gave me on such a short notice. Thank you so much.

Name Withheld by Request

Warmth Dignity Respect, Can't say enough.

Would you refer us to others? Can't say enough. Everything was Excellence. Cannot find anything wrong. I was very, very pleased. Thanks.

Patricia R. Emig, Widow of Tyrone Emig

Your staff was very courteous, and the young lady that came after my wife and led the procession to the cemetery could not be any more pleasant and courteous. She was great.

Ralph H. Koch, Widower of Virginia Koch

Excellent!

Name Withheld by Request

Very helpful and helped with choosing clothes and other items. This lady was just a neighbor who needed help the last years of her life and we fulfilled our duty to Mrs. Erckman when she needed us most.

Catherine Mundis

The young lady that helped me was excellent. God Bless her.

Wilbert Godfrey, Sr., Widower of Josephine Godfrey

I can't thank you enough for the wonderful and caring treatment.

Would you refer us to others? Considering the wonderful caring service, yes, I would recommend your service.

Name Withheld by Request

Everything went very well. Good job!

Dolores Lieberknecht, daughter of Ruth Miller

The staff was very attentive and kind.

Would you refer us to others?: I had many people compliment how well everything was handled.

Holly J. Black, mother of Benjamin Harpster

Everyone was wonderful.

Would you refer us to others?: All of the above.

Name Withheld by Request

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

Your comments about our staff: They were very kind and helpful.

Evelyn M. Arnold, Widow of Albert

Your comments about Our Staff: Talked with us in our home which made our tragedy a bit easier. Earlier, for my husband's arrangement your staff served us equally well.

Betty J. Newport, mother of Dianne E. Newport

Your comments about our Staff: Excellent job – made a difficult situation an easier experience.

Kim Shoemaker, daughter of Richard A. Brockley

Your comments about our staff: Your staff went out of their way to accommodate our family and friends.

Would you refer us to others: Your staff and facilities are wonderful. Cannot find fault with them.

Judy Cooper, daughter-in-law of Royce F. Cooper

Your comments about our staff: Very patient, willing to do anything. Thanks for the drinking water for everyone at the gravesite.

Joe Hasenfuss, Widower of Rita J. Hasenfuss

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

Name Withheld by Request

Your comments about our staff: Kind, thoughtful, professional.

Would you refer us to others?: during a difficult time, your services made the process easy, requiring little effort or thought on my part. This allowed me to focus on the loss of my grandmother so I could properly grieve and not worry about remembering everything that had to be done.

Jonnie Bankert, granddaughter of Irene S. McLaughlin

Your comments about our staff: Appreciate the attention to detail. No pressure to promote services we did not feel we needed.

Fred Jenkins, son of Charles K. Jenkins

Your comments about our staff: Very kind and considerate – dedicated to making it as easy as possible for us. Thank you.

Ann M. Holmes, Widow of Howard Holmes

Most important reason for selecting us.: My wife Ada wanted there.

Eugene Miller, Widower of Ada E. Miller

Your comments about our staff: Wonderful, at this most difficult time in my life.

Would you refer us to others?: The Best

Rae Jean Metzel, Widow of Milton Metzel

Your comments about our staff: They were all wonderful.

Kim Rudisill, daughter of Marie J. Miller

Your comments about our staff: Staff was very helpful in regard to my mother's obituary and picture.

Name Withheld by Request

Your comments about our staff: Excellent staff, very organized, handled everything.

Gary Orndorff, Widower of Angela M. Orndorff

Your comments about our staff: Made a difficult situation easier.

Richard F. Bitner, son of Richard Bitner

Your comments about our staff: Your staff was very professional, courteous, helpful and very friendly. I was very pleased with everything that was done for me and my family.

Beverly G. Daugherty, daughter of Gertrude Gibbs

Your comments about our staff: Everything was perfect.

Would you refer us to others?: Definitely.

E. Edward Thomas, son of Catherine Thomas

Your comments about our staff: They were very caring and went out of their way to help us.

Would you refer us to others?: Your staff helped myself and the family with the arrangements for Roberts funeral. I am forever grateful.

Mrs. Patricia Waltz, Widow of Robert G. Waltz

Your comments about our staff: They were all helpful and attentive.

Would you refer us to others?: Your people are more professional than any other funeral service around. I've said this many times before I had to use the service myself.

Helen Stahley, Widow of Ralph Stahley

Your comments about our staff: We were completely satisfied with everything at Heffner's. Thank you all.

John A. Myers for Stella E. Myers

Your comments about our staff: Very kind, courteous.

Would you refer us to others? Have already been telling all my friends & brothers about your services.

Brenda L.Knaub, niece of Mary E. Yinger

Your comments about our staff: I was favorably impressed by each staff member I met.

Would you refer us to others?: I have already told others how good your services are.

Anna Koval, sister of Susan Oermann

Would you refer us to others?: Based on personal experience, specifically with arrangements for my Mother, Anna Thompson, in cooperation with funeral home in

Name Withheld by Request

Your comments about our staff: Very Professional, knowledgeable & caring. Final details were with dignity and clarity.

Would you refer us to others? Absolutely! Facility is well-maintained, outstanding accommodation for deceased and family, friends. Cremated remains are given to family in a dignified, respectful manner.

Joann H. Markey for Preston S. Markey

Your comments about our staff: Very professional. Tightly organized. Anticipated our needs. Many positive comments from family members.

Name Withheld by Request

Would you refer us to others? You treated us with respect and supplied us with the wonderful book for after with things included we never expected (Pictures of flowers), tape of service and words of enrichment.

Marie Miller, Widow and Sandra Oberdick, daughter of Phillip E. Miller

Your comments about our staff: Your staff was very helpful and attentive to me and my family also.

Would you refer us to others? Yes. Because your staff was very kind and helpful and I feel they did a very good job.

Debra Fann for Alfred Fann

Your comments about our staff: Everyone was very accommodating & went out of their way to make this easier for me and my family.

Warren D. Wambaugh, son of Warren B. Wambaugh

Your comments about our staff: Excellent, caring staff.

Don Hajime Yabiku, son of Kazuo Yabiku

Your comments about our staff: Truly exceptional. Your staff did an outstanding job and made the entire experience as comforting as possible. Thank you.

Would you refer us to others?: You did a wonderful job at getting to know who my father was and what he meant to us.

Son of Henry H. Schaefer

Your comments about our staff: They were friendly and helped me feel comfortable.

Would you refer us to others?: Very clean, thoughtful, helpful, made you feel welcome and comfortable.

Tina Redding, for Stanley E. Kopp

Your comments about our staff: I was very happy as well as my family with all that you have done. You really made it a personal feeling instead of just a business that you run and the memory book was a really great touch as well. Thanks again.

Jeana Garrett, Widow of Larry Garrett

Your comments about our staff: Absolutely wonderful!

Would you refer us to others: Beautiful facility – very calming & peaceful. Very compassionate, professional, assuring staff that addresses your every concern & needs.

Barbara Sanger, Widow of Dennis Sanger

Your comments about our staff: Great job handling everything in such a bad time for our family.

Steven Schaffer, son of Curvin Schaffer

Your comments about our staff: Staff was excellent.

Robert L. Cramer, brother of John M. Cramer

Your comments about our staff: Very nice to talk to.

Would you refer us to others?: Your staff is very easy to talk to and helpful with our questions.

Sherry Mansberger, daughter of William Naylor Sr

Your comments about our staff: Very pleasant, courteous, polite and easy to talk to.

Would you refer us to other?: Yes, because you were helpful in many ways possible.

Berler Kohr, Widow of Roy H. Kohr

Your comments about our staff: Outstanding – the young lady went out of her way to be helpful.

Charles D. Crowell, Widower of Patricia Crowell

Your comments about our staff: Everyone was very courteous and helpful. Our family appreciated this very much. Thank you.

Would you refer us to others?: You have handled several services in which my family members passed. You did a wonderful job on all of them.

Sheila Grissinger, daughter of Sarah Dubs

Your comments about our staff: Very helpful, kind and caring!

Most important reason for selecting us: (Everything @ one facility)

Would you refer us to others?: Yes, beautiful facility – great staff.

Name Withheld by Request

Would you refer us to others?: You're very helpful and will go out of your way to make sure that the customer is satisfied. The staff also works within your budget if you don't have enough of money to cover the expenses.

Name Withheld by Request

Your comments about our staff: Very helpful.

Ms. Grace Teal for Sadie Day

Your comments about our staff: They were all great.

Would you refer us to others?: I could not have been more pleased with all of your services at a time it was needed most.

John Lecrone for Betty Lecrone

Would you refer us to others?: You made my Mother look like herself. I liked the space we had for the viewing and the availability of the chairs so people could sit and visit.

Name Withheld by Request

Your comments about our staff: Very well concerned.

Would you refer us to others?: You ask the right questions. Very courteous & a good greeting at the door.

Wesley R. Burd, Sr.Widower of Rosie M. Burd

Your comments about our staff: Could not have been more professional & kinder.

Mike Horn, son of Ernest O.Horn, Jr.

Your comments about our staff: They are excellent.

Name Withheld by Request

Your comments about our staff: Good Job!

Name Withheld by Request

Your comments about our staff: They are the most loving & caring staff I've ever been around. They were always asking if we needed or wanted anything. Thanks so much for everything.

Would you refer us to others?: You are the <u>BEST</u> in my opinion. You operate with poise & dignity. I would choose you over & over again.

Peggy L. Kuhn for Kenneth Kuhn

Your comments about our staff: Just the nicest I have ever seen.

Would you refer us to others?: You went farther than you had to. Everything was done so nice. Thank you so much.

Helen Friend, Widow of Dean Friend

Your comments about our staff: Even though arrangements had been completed in advance, and the original funeral director was not available, everyone knew our desires and followed through as though they knew exactly our intentions.

Would you refer us to others?: Very professional

Additional Comments: One of the persons calling on our family told me they were very impressed with the overall experience. From the parking attendant, to the door person, to the atmosphere, to the unobtrusiveness of staff, etc.; I was impressed, since this person's father and now brother operate a funeral home! She commented, "were not this good!"

James Goodyear, for Douglas Marcum

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

Would you refer us to others?: Had been to a previous Celebration of Life Service, and I thought it was beautiful, that is why we selected one, and my husband agreed before he passed away that was what he wanted.

Hope Spangler, Widow of Robert E. Spangler

Your comments about our staff: The staff was always considerate and caring. Everyone was very helpful with all the arrangements that needed to be made and following up with insurance requirements, etc.

Lisa Berhnard, granddaughter of Esther M. Little

Your comments about our staff: Nicest & most respectful group of people that could have been in my life at one of the worst times of my life.

Bruce Klinedinst, Widower of Gloria Klinedinst

Your comments about our staff: All were very professional & made everything flow smoothly.

Would you refer us to others?: The quality of your services is excellent but costly. It was worth the extra money. You are known locally as the THE <u>BEST</u>!!!!

Randy Gentzler, Widower of Karen Ann

Your comments about our staff: They were great with everything and they were kind and courteous to everyone there.

Would you refer us to others?: Because they listen to what you wanted and they did the best job in our time of need. I could not ask for anything more.

Rose Eutzy, Widow of John L. Eutzy Jr.

Your comments about our staff: They are wonderful & treated us as friends.

Dwayne E. Carter for Helen J. Carter

Your comments about our staff: Everyone courteous & helpful. Thanks.

John Taylor, FD at Curran Funeral Home for Pierre Durand

Would you refer us to others?: Yes, definitely because the manager handled everything in an excellent manner from start to finish. He made sure that everything was just right.

Nita C. Barot, daughter of Jaya Brahmbatt

Your comments about our staff: You all were wonderful and helpful. Thanks again!

Brenda L. Sterner for Kathleen Pantaleo

Your comments about our staff: Your staff was once again very thoughtful and kind to our family during a very difficult time, in the loss of Florine Shaw – also George Shaw in 2000.

Would you refer us to others?: Yes, your staff and facilities are very people friendly to help with families making decisions during a difficult time.

Betty Daugherty, daughter of Florine Shaw

Your comments about our staff: Very courteous and sympathetic in our bereavement.

Would you refer us to others?: When called on telephone on the day of death of our loved one, immediate appointment was set and helpful in Life Insurance procedure.

Janet Langeheine, sister of Richard Forry

Your comments about our staff: Everyone was very kind & accommodating.

Melissa Hoch, daughter of Catherine Darr

Your comments about our staff: They are all to be commended for their service, professionalism and caring personality.

Would you refer us to others?: I already have. There was no one at the service that didn't have nothing but wonderful comments (there and since) about your service and your facility. Everyone just loved the chapel.

Glenn W. Fink, Widower of Ruth M. Fink

Your comments about our staff: Your staff was great. They treated our family like we were the only family you had to serve. They are wonderful people.

Connie Weirich, daughter of Lina E. Smith

Your comments about our staff: All were courteous, helpful and friendly.

Bernice Frey for James L. Frey

Would you refer us to others?: Everything was done in a very professional manner.

Albert & Betty Jacobs, friends of H. Willis Bigham

Your comments about our staff: Arranged everything as I requested.

Would you refer us to others?: Handled all aspects of funeral, flowers, minister, newspaper, etc.; Very nice memorial book.

Marie Lauer, Widow of William Lauer

Your comments about our staff: All I can say is that everyone was great.

Would you refer us to others?: I don't think I could have gotten any better service anywhere. Everyone we talked to were so understanding in every way. I would recommend you to everyone. Thank you very much for caring.

E. Brillhart, Widow of Donald E. Brillhart

Your comments about our staff: The staff was just great. We were treated kind & nice. Thank all of you.

Mrs. Cletus Dodson

Would you refer us to others? I would be happy to tell everyone of your services. It is the very best.

Betty Haines for Harold Haines

Your comments about our staff: They were very helpful and showed a high level of compassion and care.

Would you refer us to others?: I was impressed with the funeral home itself and was very impressed with the help and assistance your staff showed my family.

Thomas L. Holtzapple, son of Ferne B. Holtzapple

Your comments about our staff: Wonder full service and mostly very pleasant.

Would you refer us to others?: Yes, nothing was too much for them to do. <u>Excellent</u>

William Schwab, for Marion E. Schwab

Your comments about our staff: Excellent, your representatives could not have been more understanding and helpful. All we came in contact with were very understanding and helpful.

Would you refer us to others?: Your handling of the service and arrangements could not have been better. My wife's appearance after her long illness was a comfort to myself, and family. Thank you for a service well done.

Marlyn Billett, Widower of Janice Billett

Your comments about our staff: I was very pleased with all help I received from everyone involved with the service. 100% satisfied with your work.

Herbert F. Smith, Widower of Betty A. Smith

Your comments about our staff: Your staff were very excellent.

Would you refer us to others?: Excellent work.

Carmen R. Moon, Widow of Raymond C. Moon

Your comments about our staff: They are the <u>best.</u>

Would you refer us to others?: Yes, for all the reasons above. I know anyone ever in your care of the worst condition will be treated with the upmost respect and look beautiful.

Charlotte I. Bachtell for Carl Eyster

Additional Comments: Thank you for your patience and help.

Jennifer Thomas, daughter of Jarvis M. Thomas

Would you refer us to others?: Only if cost was not a major issue; while your prices seem to be in line with most others, there are some less expensive (with less service)

Name Withheld by Request

Your comments about our staff: Your staff did a great job. They made our job much easier. We have used your funeral home for all of our parents. Thanks.

Tim Wolf, son of Ruth M. Wolf

Your comments about our staff: They were very dignified, attentive and professional.

Richard I. Koster, son of Barbara Koster

Additional comments: We would like to thank you for helping us with our granddaughter. It was so nice to have a room for her to keep herself busy. This made us very happy. Our Mother Amanda looked very nice and everything was very nice. Again, thank you,

Michael & Sandy McMullen for Amanda P. McMullen

Your comments about our staff: They were really helpful and courteous to me and everything was done in a professional way. Thank you again.

Would you refer us to others?: Just the way everyone handled their self's and answered any question I had.

Dennis L Scheivert, Widower of Sarah R. Scheivert

Would you refer us to others?: Yes, because your experienced and professional personnel make a sad situation easier for families to cope.

Name Withheld by Request

Your comments about our staff: We had nothing arranged per se, but we were well pleased with the arrangements.

Would you refer us to others?: Yes, Due to the kindness and concern for our feelings at such a stressful time which we appreciated.

Janet M. Krebs, companion & friend to Richard J. Reinhold

Your comments about our staff: Everyone was great!

Doug Hoke, son of Paul E. Hoke Jr.

Your comments about our staff: It could not have been handled better.

Keith B. Kline, son of Sterling C. Kline

Your comments about our staff: Your whole staff acted in a very professional and personal manner. To me, they felt like part of our family.

Jay Yeaple, brother of Charles E. Yeaple, Jr.

Your comments about our staff: You have such a wonderful, caring, sincere group of people that <u>all</u> did anything they could to ease my pain and offer any assistance they could.

Would you refer us to others?: You made planning my Mother's funeral & flight arrangements and basically took care of everything for me which I greatly appreciated. Thank You Again!

Robin White, daughter of Dorothy L. Green

Your comments about our staff: Top-notch! Very professional, knowledgeable & caring.

Gary Merica, brother of Beth E. Merica

Your comments about our staff: Everyone has been very courteous and considerate. I've been very pleased with your services as I have dealt with you quite often in the past.

Would you refer us to others?: I would highly recommend you to anyone who would be in need of your services.

Name Withheld by Request

Your comments about our staff: They were always asking if we needed anything. They are knowledgeable in all aspects of the service. Our staff made the process easier by how they conducted themselves. I choose Heffner because of your reputation which you lived up to and surpassed expectations!

William M. Galatic, Widower of Marilyn Galatic

Your comments about our staff: Your staff was very professional, your facility was very comforting. Our last viewing of our loved one was and is a good peaceful thing.

Fawnette Reichley, POA and friend of Helen M. Gross

Your comments about our staff: Good people. They did more than I expected. Treated me with respect & kindness, dignity. I was very pleased.

Would you refer us to others?: You took care of everything and even came to the house.

Louis Black, Widower of Betty Black

Your comments about our staff: Could not have been more pleasant and helpful.

Harriet L. Gouker, Widow of Oscar S. Gouker

Your comments about our staff: They were very kind and courteous.

Additional Comments: Everything about the service was really great.

Barbara Hess, Widow of Lorne V. Hess

Your comments about our staff: Very courteous & professional.

Name Withheld by Request

Your comments about our staff: You were wonderful in the worst of times.

Would you refer us to others?: We have told literally hundreds of people about the wonderful services and compassion you provided.

Mark Licari, father of Jacob Licari

Your comments about our staff: Everyone was wonderful.

Would you refer us to others?: You have made it so much easier on us.

Linda Trone, daughter of Charles W. Lippy Jr.

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

Carolyn Miller, Widow of Richard W. Miller Jr.

Additional Comments: Our family would like to thank you for the warmth and courteous. We were all pleased with your staff and the facility. Sincerely,

Carol R. Peters for Marlin Peters

Your comments about our staff: Their demeanor and attitude was gracious and appropriate. They were comfortable and "easy to warm up to".

Barbara Chagnon, mother of Kristi Chagnon

Your comments about our staff: They were very pleasant and helpful. My Mother looked beautiful.

Would you refer us to others?: You did a wonderful job of preparing my Mother for her funeral.

Mary L. Smith, daughter of Junietta N. Wantz

Would you refer us to others?: Everything went well. A number of family and friends said how nice it was.

Catherine Mulder, Widow of James Mulder

Would you refer us to others?: The caring and respect was excellent both of the times we used your services. It was much easier on the family knowing you were handling many of the arrangements.

Cheryl Everhart, daughter, Susan Caplan, Stephen Everhart, for Marian Everhart

Would you refer us to others?: If I lived in the area, I would be your best word of mouth. I have told my cousins how great you were, but they already knew.

Susanne Faulkner, daughter of Frances Rawhouser Faulkner

Your comments about our staff: Very helpful.

Joan Kall, Widow of George R. Kall Jr.

Your comments about our staff: Went above and beyond our expectations. The set-up was nicely displayed. Thank you.

Would you refer us to others?: The "Celebration of Life" was satisfactory and adequately represented my husband's memory. The cremation process, though sad as it was, was handled very professionally and honorably.

Nancy Hissong, Widow of Leo Hissong

Would you refer us to others?: Everything was done exceptionally well. Thank you for all of your help in our time of loss.

Earl Borror, Widower of Eula Borror

Your comments about our staff: Very understanding; a pleasure to work with in such a difficult situation.

Scott Cesky, son of Norman L. Cesky

Your comments about our staff; Very neat appearance and polite.

Barbara A. Seiple, Executor for Mary R. Hill

Your comments about our staff: The best! Don't change anything. Thanks a lot!

Would you refer us to others?: Very caring people

David Julian, son of Sylvia Julian

Would you refer us to others?: Our requirements were less than a normal service, there was no pressure to accept more than what was desired.

Name Withheld by Request

Would you refer us to others?: My Mother died a few years ago during a 24" snowstorm. Because of being pre-paid with your company, all I had to do was make a ten-minute phone call to your staff and all the details were taken care of.

Additional comments: You can be very proud of your staff and the services you provide.

Joyce E. Arnold, Widow of Rodger E. Arnold

Your comments about our staff: Very courteous and professional.

Jay L. Thieme, Widower of Louise M. Thieme

Your comments about our staff: Staff was very helpful and explained all details and answered all of our questions courteously.

James A. Gorman, Widower of Sena L. Gorman

Your comments about our staff: Very professional. Anticipated all our concerns and needs.

Mother of John C. McMurtrie

Your comments about our staff: Were very helpful and courteous to me.

Mrs. Suezann Robertson, daughter of Marie Emenheiser

Your comments about our staff: Very helpful, courteous and professional.

Philip H. Cohen, son of Dorris L. Swiegart

Additional Comments: Thank you for making a life changing event as comfortable as possible.

The Myers family for Bonnie Kay

Your comments about our staff: 5 Stars!!!

Would you refer us to others?: I felt they really understood what I was feeling and helped me through a very hard time.

Name Withheld by Request

Your comments about our staff: All personnel were professional and treated us with kindness and consideration.

Linda L. Barlok, daughter-in-law of Mildred L. Gise

Your comments about our staff: A B C D says it all. No complaints.

Would you refer us to others?: For all the reasons above

Sara Kury, Widow of Paul Kury

Your comments about our staff: Everyone was very helpful and understanding.

Robert E. Baublitz for Rodman E. Boeckel

Your comments about our staff: Very professional, understanding and patient.

Kurt Weber, son of Georgiana Weber

Would you refer us to others?: Can't do any better.

Michael Nusz for Irene Nusz

Your comments about our staff: Very professional and attentive.

Patricia Graybill-D'Ercole for Dorothy L. Long

Your comments about our staff: Thank you so much for making a difficult time as comforting and worry-free as possible.

Would you refer us to others?: Exceptional staff and facilities.

Dawn Hubbard, POA for Elizabeth Thompson, for George Thompson

Your comments about our staff: Everything was wonderful.

Don Middleton, son of Lester Middleton

Your comments about our staff: Very professional and kind.

Wendy Dixon, daughter of Darlene J. Bowder

Your comments about our staff: Your staff was most helpful and accommodating in every way. I was very pleased with the way everything was taken care of at this difficult time.

Would you refer us to others?: Definitely.

Barbara A. Voorstad, Widow of Henri Voorstad

Your comments about our staff: Your staff made me and my family feel at ease.

Michael Merica,Widower of Elaine Merica

Your comments about our staff: They were excellent.

Would you refer us to others?: Because of the excellent service.

Marilyn R. Myers, Widower of Carolyn E. Myers

Your comments about our staff: Everyone was helpful and courteous.

Would you refer us to others?: People listened, gave advice, and took care of everything.

Name Withheld by Request

Your comments about our staff: The very Best – Our family all satisfied 101%.

Additional comments: To all who helped us at our time of sorrow gave us the best they could possibly do.

Joyce Murphy, Widow of William F. Murphy

Your comments about our staff: Everyone was very helpful, courteous and kind and did everything to make everyone comfortable.

Would you refer us to others?: Yes, because of the way everything was handled; Also the beautiful atmosphere.

Janet Halterman, Widow of Harry Halterman

Your comments about our staff: They were very nice and courteous.

Name Withheld by Request

Would you refer us to others?: The directors and office workers, parking attendants are the best in York County. Barry would have no faults with the service. Everything was as he wished.

Barbara A. Smith, sister of Barry L. McWilliams

Your comments about our staff: Your staff was very helpful and understanding of our feelings at such a sad time. Thank you.

Jackie Nease, daughter of Dean Kroft

Would you refer us to others?: My family and I were well pleased. Our neighbors and friends and relatives, had many lovely comments also. Thank you.

Edith Robertson, Widow of Clyde Robertson

Your comments about our staff: The staff was very courteous and informative. They were great during a difficult time.

Would you refer us to others?: Yes, because our parents had prearranged their funeral arrangements, the process went very smoothly. Us "kids" will be preplanning for ourselves.

Greg Peters, son of Gene W. Peters

Additional comments: All of the staff that I worked with were extremely professional, helpful and knowledgeable. Thanks so much.

Stanley E. Hamberger for Marilyn S. Hamberger

Your comments about our staff: Very caring and very, very helpful.

Would you refer us to others?: Could not ask for better service.

Linda McNeil, companion of Ira L. Wagner

Your comments about our staff: Wonderful – answered questions from grandchildren and satisfied their curiosity as to what was happening.

Would you refer us to others:? Couldn't have had more courteous service. Thanks!!

Yvonne Tallman, Widow of William Tallman

Would you refer us to others?: I wanted a very simple and private funeral, and that is what you gave me. Thank you again.

Charlotte Reitenauer, Widow of Rolland Reitenauer

Your comments about our staff: Very helpful and professional at all times.

Reed J. Dunn, Jr., Widower of Almeda M. Dunn

Your comments about our staff: Very helpful in all we asked for.

Colleen Livingston, daughter of Theresa Ness

Your comments about our staff: The staff was wonderful, thank God for each of them; they were a blessing to my family.

Most important reason for selecting us: You have a beautiful funeral chapel.

Would you refer us to others?: We were very blessed with the service we had. Everyone loved it. Thank you so much.

Keith Perrineau & Jackie Castillo, for Sean Perrineau

Your comments about our staff: Everyone was professional, yet compassionate.

Cindy Billingsley, daughter of Paul R. Armstrong

Your comments about our staff: The staff was very thoughtful and caring. They made things a little easier on the family. Thank you!

Sandra Lehman, daughter of Martha C. Stine

Your comments about our staff: Courteous, thoughtful and kind.

Would you refer us to others?: Crematory on site is comforting after past news programs on horrors in other states.

Patience Pickel, Widow of David R. Pickel

Your comments about our staff: I have nothing but nice things to say – professional, respectful, and courteous.

Joseph Sacripont Sr., son of Joseph Sacripont Sr.

Would you refer us to others?: I was fully satisfied.

Richard Kutz, Widower of Evelyn M. Kutz

Your comments about our staff: Your staff performed very well and made me feel extremely comfortable. Thanks.

Walter Keesey, brother of Kathrryn Julius

Your comments about our staff: Very professional and helpful to every aspect of the facility, service an arrangements.

Would you refer us to others?: Due to the location and cost with a funeral I would definitely recommend your facility to others. They went above and beyond to help and make sure everything was handled as requested.

Michelle Swann, Widow of Richard A. Swann Jr.

Your comments about our staff: Done a very good job on my husband. Very Pleased. Thank you.

Helen Lighty, Widow of John F. Lighty

Your comments about our staff: Your kindness and thoughtfulness were greatly appreciated. Your professionalism is the best. Thank you!

Name Withheld by Request

Your comments about our staff: Very nice service.

Valerie Myers, daughter of Judith A. Peters

Your comments about our staff: Every detail was handled in a courteous and professional manner.

Would you refer us to others?: My recommendation(s) is based upon how every detail was handled with the greatest thought for sympathy and kindness. Very Truly.

Robert W. Frisby for the Goodman family

Would you refer us to others?: Very good service, excellent preparation of the deceased.

John Fike, son of Olonzo P. Fike

Your comments about our staff: Courteous, professional, very organized (kept us together and focused), kind, and anxious to follow through with out wishes.

Would you refer us to others?: Yes, for all the above listed reasons; thank you for all your thoroughness.

Elaine Smyser for Jessie M. Story

Would you refer us to others?: The memorial book was really great. The necklace is beautiful.

Carolyn Miller, for Harry F. Miller

Your comments about our staff: Wonderful, courteous

Sharon Kershaw, step-daughter of Howard Baker

Your comments about our staff: We appreciated your staff's concern and professional manner.

Pat Krone, daughter of Dr. Hedley E. Rutland

Your comments about our staff: Our families and friends were impressed with the viewing. Bill looked very natural – make-up was perfect.

Mrs. William Elicker, Widow of William H. Elicker

Your comments about our staff: All staff members were professional and caring.

Elaine Assorgi, Widow of Gennaro J. Assorgi

Would you refer us to others?: The Chapel is so pretty, the atmosphere there is pleasantly reassuring and comforting at this sad time. A very quiet peaceful place.

Name Withheld by Request

Your comments about our staff: Very satisfied with your services. Thanks.

Dora Chu, daughter-in-law of Hoklan Chang

Your comments about our staff: The intern was excellent.

Jill Thompson, friend of Violet L. Miller

Would you refer us to others? Yes. By all means. Excellent service & care.

Mr. B.E. Lamb, Widower of Phyllis A. Lamb

Your comments about Our Staff: Very happy with your Staff, they were there for what ever we needed. Thank you.

Would you refer us to others? Yes. Because you know you will get your loved ones ashes.

Mrs. Susan Bonville, mother of Nicole A. Omlor

Would you refer us to others? Yes. Thoughtful, caring staff, very professional. Peaceful, beautiful and clean surroundings.

Name Withheld by Request

Your comments about Our Staff: Very professional and great to work with.

Would you refer us to others? Yes. Our every needs were met.

Mr. Ronald L. Horner, son of Paul E. Horner

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

Suzanne M. Horn, Widow of Francis R. Horn

Your comments about our staff: Great. Helpful

Harry M. Ness, son of Bernadean E. Long

Your comments about our staff; Your staff could not have been more professional!

Name Withheld by Request

Your comments about our staff: Went above and beyond…made an unpleasant event extremely comfortable for everyone.

Would you refer us to others?: Highest professional quality.

Name Withheld by Request

Your comments about our staff: Very, very understanding, courteous, cheerful. (Great!)

Robert R. Myers, son of Paul R. Myers

Your comments about our staff: Wonderful – Thank you! We couldn't have asked for anything more.

Joan Rosengrant, daughter-in-law of Charles E. Rosengrant, Jr.

Your comments about our staff: Very helpful and understanding; let us do what we wanted the viewing and funeral to be.

Would you refer us to others?: The most understanding people to help you, under the most difficult times. Make you comfortable and at ease.

Name Withheld by Request

Your comments about our staff: Your staff could not have been kinder. They were there for our every need.

Would you refer us to others?: I thought every detail was great. Things I had no ideas that I needed to know were explained to me.

Sandra Bokus, daughter of Lewis B. Clarkson

Your comments about our staff: The ceremony was excellent. I couldn't have seen my son anymore peaceful and perfect than he was.

Miranda Iberl for Aiden Matthews

Your comments about our staff: Wonderful staff.

Would you refer us to others?: Yes, wonderful place and great services.

Douangchan Sesum, daughter of Tou Khanthavout

Your comments about our staff: Your staff was very professional and I couldn't have asked for anything better or more. With the time frame I had to work with, your staff handled all services very thoroughly and respectfully.

Bourgeois Brabham, son of Wanda Ball

Your comments about our staff: Very friendly and helpful.

Jeannette A. Wolf, Widow of J. Frederick P. Wolf

Your comments about our staff: Excellent!

Would you refer us to others?: Very well pleased with everything.

Leslie H. Page, Jr., Widower of Hazel K. Page

Your comments about our staff: Your staff was exceptionally courteous and compassionate. Charlie's Life Tribute was absolutely wonderful! Thank you.

Would you refer us to others?: Most certainly; Charlie looked wonderful, looked very much at peace. Your services were excellent.

Penny Gohn, Widow of Charles F. Gohn Jr.

Your comments about our staff: They did all of the above. Thank you for all you did.

Patricia A. Markel, Widow of Kenneth L. Marke

Your comments about our staff: All of the staff that I have met are in the correct occupation. I loved them all.

Would you refer us to others?: This was the fifth service since 1994 that was in your hands. You always do a terrific job for our family and will continue to do so in the future when needed. Thank you!

Glendora M. Stump, daughter-in-law of Charlotte A. Stump

Your comments about our staff: The professional department and courteous demeanor of the staff was exemplary. Their attentive bearing (?) was appreciated.

Name Withheld by Request

Your comments about our staff: Your staff was very accommodating and respected my wishes to be with my Mother during the embalming process. I thank you very much.

Deanna J. Brehm, daughter of Mary T. Clinton

Your comments about our staff: Very courteous.

Dr. Vidya Sagar Bollampalli, Widower of Anita Reddy Bollampalli

Your comments about our staff: Everyone is so kind, courteous and so helpful.

Would you refer us to others?: Even though my Mother pre-arranged her funeral, your staff still made everything so easy to understand during a difficult time.

Cheryl Sprenkle, daughter of Ruth E. Akins

Your comments about our staff: At a very sad time in my life, your people we very helpful, friendly, and professional. Everything went very well.

Glenn D. Meyer, Widower of Joan G. Meyer

Would you refer us to others?: Your facility is beautiful and clean. I was very concerned about finding a preacher; your selection for Reverend Starr was perfect, he did a wonderful job. P.S. Your memory book was beautiful.

Kathryne M. Yohe, Widow of Harry E. Yohe Sr.

Your comments about our staff: They were very helpful and understanding at such a difficult time.

Pam Jackson, daughter of Shirley Baker

Additional Comments: Very nice people. You treated us like family.

Michael D. Hess III, son of Michael D. Hess Jr.

Your comments about our staff: Your staff is top shelf. Thanks for great service!

Sandra Landis, daughter of Marie Hagens

Your comments about our staff: Everyone was very professional, but most of all they were comforting to our family.

Would you refer us to others?: Everything was taken care of before we even thought about it. Explained how to take care of other paperwork (i.e. car title and transfer)

Maureen Gerzewski, daughter of Mildred F. Casey

Your comments about our staff: The staff at Heffner's was the nicest and most understanding people during such a hard time in my life. They do whatever you need and want done.

Would you refer us to others: I would refer Heffner's to others because they are very professional and understanding at such a difficult time in anyone's life.

Melanie Burd, daughter of Wesley R. Burd Sr.

Your comments about our staff: Exceptionally professional, responsive, courteous and caring.

Would you refer us to others?: Only positive experiences and nothing to criticize.

Joan Coon, niece of Harry Lazorek

Your comments about our staff: The staff is very kind and wonderful to my Mom, for whom I loved dearly. Hodge family thanks you very much. Angela Lighty

Would you refer us to others?: For everything your staff has done for my Mother Lucina Marie Hodge and John Lighty. You all put your time and effort to your best ability. Thank you.

Angela P. Lighty, daughter of Lucina M. Hodge

Your comments about our staff: Excellent Service. Could not have been better. Thank you.

John L. Frye Jr., Widower of Mary M. Frye

Your comments about our staff: The staff – kind, gracious – understanding.

Would you refer us to others?: The service for my Mother-in-law several years ago was as good as it was for my husband. The people working were gracious, and kind, and it made it a little easier for me.

Dolores T. Chisholm, Widow of William G. Chisholm, Jr.

Your comments about our staff: Very professional and personal during all our meetings – thank you.

Steven L. Ferree, son of Armeda R. Ferree-Davis

Your comments about our staff: All were just great to us – very professional and treated us with the best respect.

Rita V. Shelly, Widow of Robert L. Shelly

Your comments about our staff: All were professional and thoughtful. They made every effort to make our grief as painless as possible.

Would you refer us to others?: You do it right!

Ron Bupp, son of John W. Bupp

Your comments about our staff: The staff did a wonderful job in preparing Alma for the funeral; she looked so good.

Shirley Trout, daughter of Alma Trout

Additional comments: I am sorry that I cannot offer any constructive criticism. Everything was very professionally and expertly handled. Thanks so much.

Dean Krout for Joan M. Berg

Would you refer us to others?: Yes; Excellent Service.

W. Jay Hughes, Widower of Betty G. Hughes

Your comments about our staff: Your staff was just great; both my Mom and Dad had their service at Heffner's. Thanks for everything.

Maria Sanchez, daughter of Ethel Lehr

Your comments about our staff: They went out of their way to make my Mother's wish come true; To have a Harley hearse take her to her resting place. Thanks.

Rae Lynn Eppley, daughter of Mary Lease

Your comments about our staff: Staff was very considerate with us having the privacy and very courteous to us. The surrounding area was nice and made you feel comfortable. Thank you for all your help and service.

Name Withheld by Request

Your comments about our staff: Everyone, on your staff, was outstanding. They would do something for you, or us, before we thought of it. Thank you!

Would you refer us to others?: It was better than I ever dreamed.

Nancy Lightner, Widow of George N. Lightner

Your comments about our staff: Staff was helpful, accommodating, and very nice.

Anna E. Baer, Widow of George M. Baer, Jr.

Your comments about our staff: They did an excellent job.

Would you refer us to others?: Yes, your service is convenient to those in the Shiloh area.

Deborah Gutacker, sister of Martha L. Roller

Additional Comments: You made this a stress free experience.

Barbara Knight, daughter of E. Sargent Lehr

Your comments about our staff: We were very happy with all of the services that Heffner provided!

Jana McCommon, daughter of John C. Gilbert

Your comments about our staff: The staff was compassionate, professional, attentive, prompt and courteous.

Josephine Krafcisin, Mother of Michael H. Krafcisin

Your comments about our staff: We were pleased as to how well Mother's body appeared. The arrangements were handled in a professional manner.

Earnest Haines, Jr., son of Mary O. Haines

Your comments about our staff: Perfect!

Would you refer us to others?: Excellent Service!

Name Withheld by Request

Your comments about our staff; Very attentive and helpful.

Would you refer us to others?: Although this was a prepaid funeral, your staff was attentive, and there, every step of the way.

Rosalind Wayne, daughter of Margaret M. Wayne

Your comments about our staff: They are all very good to the patient.

Name Withheld by Request

Your comments about our staff: Very thorough and congenial. Helpful to the end.

Would you refer us to others?: You are a first class service.

Dottie Ness, daughter of William G. Schwab Jr.

Would you refer us to others?: Very helpful.

Kim Anderson, Widow of Donald E. Anderson

Your comments about our staff: Everyone was very thoughtful, understanding, and patient. Thank you.

Debra Buffington, daughter of Louise R. Yingling

Your comments about our staff: Very nice, very helpful, very professional.

Would you refer us to others?: You handled my first husband's arrangement when he passed. I was pleased with your service at an awful time in my life.

Gladys Cox, friend and POA for Raymond L. Ness

Your comments about our staff: Very nice.

Would you refer us to others?: Yes, very much so; Especially for large crowds.

Kendria Bitonti, Widow of Walter D. Bitonti

Would you refer us to others?: Very professional and made all of us feel important. Everything was beautiful, from the appearance of the building, to the way all was handled.

Additional comments: Thank you to all at Heffner's for making everything less stressful for my sister's and I. We appreciated all that you did. God Bless.

Sandra Fake, daughter of Chester C. Fake

Your comments about our staff: Everyone was very compassionate and patient. Each staff that worked with me, and my family spent hours with me until all concerns/questions were met. The service was just what my Mother would have wanted.

Cynthia Renninger, daughter of Virginia R. Heckert

Your comments about our staff: Everyone was great.

Would you refer us to others?: You did an excellent job.

Lonny Eisenhuth, grandson of Anna M. Eisenhuth

Your comments about our staff: Everyone involved was very kind and helpful.

Would you refer us to others?: Even though my Father chose your services for my Mother and then after her death, he pre-arranged for his, I would recommend your company to serve others. You do have a good reputation in our local communities.

Name Withheld by Request

Your comments about our staff: Your staff "ALL" went above and beyond what I expected.

Would you refer us to others?: You ALL did an exceptional job, which made everything easier on my family and myself.

Jesse Smith, son of Susan Klink

Your comments about our staff: Excellent. Everyone was fabulous to work with.

Sharon Heidlebaugh, daughter of Donald H. Lentz

Would you refer us to others?: Yes, Both of my parents were under your care this year and they were both prepared beautifully! They both looked younger and at peace, looking naturally sleeping! My family and I are very pleased with the caring, professional service you provide in this very difficult time.

Corinne Peifer, daughter of Shirley Poe

Your comments about our staff: Excellent

Would you refer us to others?: Yes, because you made our Mother look finally at peace. She was so beautiful, she didn't look as if she had been through all the suffering she had.

Patricia Lentz, daughter of Hazel Fink

Your comments about our staff: All persons with which I had contact, were totally professional.

Thomas Cunningham, for Virginia E. Ginter

Your comments about our staff: You have a very nice group of people and they make everything go smoothly and without delay.

Fiona Eyster for David P. Eyster

Your comments about our staff: Extremely professional and caring for the needs of our family!!!

Harold s. Wales, Jr., son of Harold S. Wales Sr.

Your comments about our staff: Your staff could not have been any better. On a scale of 1-10, they were a 10.

Nancy Friedman, Widow of Murray D. Friedman

Your comments about our staff: Thank you so much for your understanding during this difficult time for my husband.

Would you refer us to others?: atmosphere, professional courtesy, kindness

Julie Landes, daughter-in-law of Bonnie C. Landes

Your comments about our staff: All your staff was very exceptional during our time of arrangements of Virginia's funeral!!

Would you refer us to others?: Everything was excellent!!! Many commented how very lovely my wife looked.

Jerald R. Stump, Widower of Virginia R. Stump

Your comments about our staff: Everyone was very friendly and compassionate.

Would you refer us to others?: There is no other funeral home I would want to work with. You all are so great – even weeks after my Mom's passing everyone was so great when I stopped in to pick some things up.

Janet Harlacher, daughter of Carol Frerichs

Your comments about our staff: All your staff was more than just professional and helpful that we could of asked for.

Would you refer us to others?: With your service and help, with all our questions, we couldn't of asked for a more professional people.

Elwood B. Wantz, son of Mary E. Wantz

Your comments about our staff: It was as I wished for my late husband. He was the best.

Would you refer us to others?: I was very pleased with everything.

Kathleen Bowman, for Bobby G. Bowman

Your comments about our staff: Heffner's employees were most accommodating.

Jane L. Thren, daughter of Stanley E. Sprigle

Your comments about our staff: Great job. Very well prepared/thoughtful.

Name Withheld By Request

Your comments about our staff: Felt very comfortable, and very well taken care of. We were treated with warmth, dignity, and respect.

Donna Eisenhower, daughter of Rozella M. Eisenhower

Your comments about our staff: All the services your staff rendered was excellent – so professional! Thank you.

Would you refer us to others?: Definitely!

E. Eileen Bowers, Widow of Richard W. Bowers, Sr.

Your comments about our staff: I wish all of York County would know how professional and helpful your staff meets the needs of the family. There would not be another group to even consider.

Would you refer us to others?: Absolutely. The facilities and staff are wonderful.

Pamela Eckert, daughter of Charlotte Meyers

Your comments about our staff: Went above and beyond expectations.

Joseph Henz,Widower of Diane L. Henz

Your comments about our staff: Your staff bent over backwards to do everything they could do. I was, and am very satisfied with them. They could not have done anything more or better.

Would you refer us to others?: Yes, I would because as I said before, they did everything they could do. Your staff is very helpful and friendly and could not ask for anything better.

Emory M. Pepo, brother of Gerald F. Pepo

Your comments about our staff: Excellent!

Charles Emenheiser Sr., Widower of Nancy L. Emenheiser

Additional Comments: Everything was taken care of, as so spoken about. Staff very friendly and most helpful! Thank you for being a good neighbor!

Paul C. Adams Sr., and family, for Jane E. Adams

Additional Comments: Overall, very impressed with service and accommodating our requests—even modifications to the memorial tribute card/brochure with our request at no additional expense – excellent service and follow-through. I will strongly recommend your services to others and will be a return customer if the need ever arises again!!! All three staff members were professional, courteous and attentive to all our needs!!! Thank you for such a wonderful service!!!
Sincerely, Thank You,

Tom Berka, son of Tom Berka

Your comments about our staff: Your staff was exceptional, courteous, knowledgeable, and explained all our options and answered all our questions. The surroundings were geared to the task before us. No request was too much effort. We all came away feeling the task was successfully without too much stress.

Would you refer us to others?: Heffner provided much information on things to do "after the Funeral".

Patricia L. Frey, Widow of Ronald E. Frey

Your comments about our staff: Very helpful and respectful.

Name Withheld by Request

Your comments about our staff: Your staff was very professional and courteous but not overbearing. I would like to thank your staff again for the way they handled everything.

Would you refer us to others? Yes. I would refer your service to others because of the way I was treated by your staff.

Mr. Gilbert L. Arvin, Widower of Mamie J. Arvin

Your comments about our staff: Everything was very professional and I was more than pleased with your services. Everyone including Pastor Diane made me feel like you knew me for years. Your funeral home was very warm.

Would you refer us to others?: My son, Anthony Villareal made all the arrangements for his Dad's funeral. He also is your landscaper. I always told him when we moved back to PA, we were going to do the pre-paid plans and get everything paid. As we know, it did not work out as planned, but Anthony always talked highly about Heffner's, and now I understand why.

Additional comments: I want you to know I was very pleased. My family and friends are still talking about how nice everything was. I want to thank all of you for making this time of my life as pleasant as you could making Anthony feel as special as he is. His Father was the world to him and they had so many plans and dreams. Again, I want to thank all of you for the wonderful service you provided. You made it so special for all of us. Thank you,

Mrs. Martha Villareal

Your comments about our staff: Very professional. Went out of their way to be helpful.

Additional comments: After my Mother's funeral, everyone in my family was so pleased and impressed; we all decided to use you for any future funerals. I never guessed that I would need your services for my wife. You restored her beauty, even after cancer had taken its toll. The service was, without a doubt, the most beautiful ever; we had so many compliments. You also handled the overflow crowd in a very professional manner. I really appreciate you allowing me to park her car at the door; it completed her journey. Everyone knew how much she enjoyed that car. I can't tell you how many people commented that Wanda needed her car there. Not sure if this is proper, but we sent Wanda "out in style" and my family really appreciated all of your help in doing it. Thank you very much.

Mike Rishel Widower of Wanda Rishel

Would you refer us to others?: You were very professional and seemed to care about us at a time when we needed support the most. My Mother would have been proud of her service that you have given her.

Cheryl Whitehead, daughter of Mayola J. Sheets

Your comments about our staff: Words cannot express how my Mother's service went. Everybody was excellent! "In my opinion, you are the best!"

Bradley Wilcox, son

Your comments about our staff: Thank you so much for helping us get this done. Very good job! Thanks again.

The Mackin family

Your comments about our staff: I don't know what else to say, but there's no one else that could do better. Thank you ever so much.

Would you refer us to others?: Yes, without a doubt. Everything went just as planned, and smooth as silk. Thank you, again and again.

Robert L. Anthony, Widower of Norma J. Anthony

Your comments about our staff: First and foremost – very compassionate, very welcoming, very informative, very accommodating, very understanding of personal needs which I am sure vary with services; very giving of time.

Would you refer us to others?: Facility is beautiful; staff exceptional!

Patricia Mehosky, sister-in-law to Susan Mehosky

Would you refer us to others?: Everyone really liked the monitors with the pictures. My sister's son was also killed in a car accident and his service was held at Heffner and we thought they did a good job. I hope this is the last time we need your service for a young person.

Diana Daugherty, parent of Alicia M. Daugherty

Would you refer us to others?: Your professionalism and assistance were outstanding. The pre-arrangement went so smoothly and extras I did not expect.

Janet Dally, Widow of Gerald A. Dally

Your comments about our staff: I was very pleased. They were wonderful and very helpful.

Mary E. Wallmuth, Widow of James H. Wallmuth

Your comments about our staff: The service was very nice. You went out of the way to accommodate my mother, who has a difficult time getting around.

Would you recommend us?: You were very nice and understanding. You also did not push to buy additional items that were not necessary. You also got in touch with other people for us while setting up the arrangements.

Lisa Miller, sister of Michael W. Emig

Your comments about our staff: The staff of Heffner Funeral Chapel was appropriate for the time of need for loss of loved ones. Trenka family could not have gotten through this alone. It was with the help of your staff's guidance that got us through our difficult time.

Would you refer us to others?: Your organization is superb without a shadow of doubt, I recommend Heffner in time of need.

John J. Trenka, Widower of Mae Trenka

Your comments about our staff: Very good. Thank you.

George Boyer, Widower of Juanita Boyer

Your comments about our staff: Everyone was great – we could not ask for any more. You did a great job.

Gladys M. Ness, Widow of John E Ness Jr.

Would you refer us to others?: We got a lot of feedback from people who came to the viewing. Thanks.

Name Withheld by Request

Your comments about our staff: Very knowledgeable, compassionate, and at the same time, very professional.

Would you refer us to others?: Yes, your service was impeccable!

Susan L. Day, niece of Janet L. Wayne

Would you refer us to others?: Yes, respect; very pleased with staff. The staff makes you feel very comfortable and at ease.

Faye Rinker, daughter of Erma G. Spangler

Your comments about our staff: I loved the extra room that you had for the children to play in. The birds were nice to hear and see in the lobby. Staff was very professional and kind.

Would you refer us to others?: Yes, your facility is beautiful and you have plenty of parking.

William W. Lamison, Widower of Diane H. Lamison

Your comments about our staff: Couldn't have asked for a better experience in regards to my Father's funeral.

Name Withheld by Request

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

Kim Bunty, daughter of Ruth A. Arnsberger

Your comments about our staff: I felt very well taken care of.

Would you refer us to others?: Yes, Definitely.

Dolores Moore, Widow of Walter C. Moore

Additional comments: Everyone at your facility could not have been any more kind, attentive and caring. Your home on Kenneth Road is lovely, and clean, and very accommodating to all our needs. Thank you everyone.

Geraldine Richter, Widow of Kenneth R. Richter

Your comments about our staff: Everyone treated us with compassion and helped us through difficult decisions.

Carol Leach, Widow of Edison L. Leach Jr.

Your comments about our staff: The staff that I dealt with on a personal level, were professional, thoughtful, and kind. Those whose presence, was seen and felt, were respectful and courteous. Every aspect of my experience with your staff was a positive one. My family and I are grateful to everyone involved.

Georgia Berger, daughter of Elaine M. Almond

Your comments about our staff: Very kind and supportive.

Stephanie Weary, Caretaker of Esther C. Fritz

Your comments about our staff: Did a super job.

Terry Bupp, son of Edward H. and Grace K. Bupp

Your comments about our staff: I would recommend your service to anyone!

Would you refer us to others?: Everything was 1st Class.

Elwood I. Butcher, Jr., Widower of Margot E. Butcher

*Your comments about our staff; V*ery helpful and courteous. Always looked and acted in a professional manner. Listened to my concerns and offered advice; Excellent, personal experience with everyone.

Would you refer us to others: This was my fourth experience with your facility. Everyone has been most rewarding and provided dignity and respect to the grieving experience. Job well done,; two thumbs up.

George W. Melbert, Widower of Dolores G. Melbert

Your comments about our staff: Everyone was very nice. Others told me they thought they were very helpful.

Would you refer us to others?: You never saw my husband, but he looked very much like he was sleeping.

Barbara Brodbeck, Widow of Paul A. Brodbeck Jr.

Your comments about our staff: Very professional, helpful and caring.

Orbie E. Fink, Widow of Ronald L. Fink

Your comments about our staff: Very helpful

Would you refer us to others?: Most definitely.

Barry Harding, son of Warren G. Harding

Your comments about our staff: The staff was very professional and helpful. Everything done for my husband was perfect and I would recommend you to anyone.

Barbara Troxell, Widow of Raymond R. Troxell, Jr.

Additional Comments: Thank you for excellent service. The Wells family
The whole staff was so helpful.

Pam Wells, for Missouri S. Wells

Your comments about our staff: Highly professional during all interactions. Compassionate and courteous were key attributes. Thanks for showing grace during a low time in our life.

Jack E. Cave Jr., son of Jack E. Cave Sr.

Your comments about our staff: Awesome! Made this difficult time a lot easier!

John Mingora, Jr., son of John Mingora, Sr.

Your comments about our staff: I have used Heffner's three times in the past two years and have had exceptional care each time. All staff goes above and beyond to please. The last service was somewhat different from the norm, but it was worked on until I had what I was looking for. I had so many comments on the last service (Steve Bachant) of how beautiful it was.

Susan Bachant, for Stephen F. Bachant

Your comments about our staff: Very professional.

Theresea Good, for Theone M. Good

Your comments about our staff: Thank you from all of Lonney Keller's family. Everyone treated us with respect and dignity, which eased our minds to help us appreciate our Father's memory.

Elizabeth Keller, daughter of Lonney J. Keller

Would you refer us to others?: Yes, beautiful facilities, comforting, and just plain excellent service.

John E. Landis, Widower of Mariko Landis

Your comments about our staff: Everybody was very professional and caring.

Would you refer us to others?: Yes, extremely pleased in all aspects.

Thomas H. Cunningham, son of Lewis F. Ginter

Additional Comments: I want to express my thanks to all who dealt with my family during this time. Everything said and done was in most excellent taste and pleasantly and kindly. With my utmost appreciation;

Joyce L. Beeson, Widow of Reverend James M. Beeson

Your comments about our staff: Went the extra steps to provide us with all our wishes – date for military leave – date for out of town family – letting Granddaughter do her Nan's hair for the final time.

Would you refer us to others?: Yes, absolutely – made everything so easy in our time of sorrow and grief.

Additional comments: A very special thank you to all your staff; they made everything flow so easily from the time you picked her up at the home, till she was placed next to her husband in the ground. Thank you all,

Family of Betty Wakefield

Your comments about our staff: Very professional.

John Sneeringer, son of Francis P. Sneeringer

Your comments about our staff: Excellent.

Charles A. Wurster, father of Elliot Abel Wurster

Your comments about our staff: Supportive at a time when this was very needed.

Would you refer us to others?: Yes, we plan to use your pre-arrangement services for ourselves.

Name Withheld by Request

Would you refer us to others?: We found everyone helpful, considerate, and walked us through the many details involved.

David Kopp, son of Merle B. Kopp

Your comments about our staff: Very professional – very impressed.

Would you refer us to others?: Yes, very professional.

Additional comments: Very professional, very nice place. Keep up the professional work and care.

Thomas C. Becker, Widower of Rosella L. Becker

Your comments about our staff: Outstanding – very professional.

Additional comments: Thank you for everything. You made this process as painless as possible. Your handling of everything exceeded all my expectations.

Gregory K. Parrrish, son of C. Kenneth Parrish

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

Ray G. Rife, Widower of Patricia A. Rife

Your comments about our staff: Your staff made a difficult and sad time easier. All items and details were handled with kindness and understanding without being overly "sweet " and stuffy.

Tracy Azevedo, daughter of Willis Peterson

Your comments about our staff: Well satisfied with everything.

Ruby R. Lingg, Companion of Lee E. Jones

Your comments about our staff: My father looked very peaceful and everyone that viewed him said he looked wonderful and looked like himself. Considering the past several months of going through a lot of stress and pain on his body, your staff did a fantastic job. Thank you so much for everything you did to make that day a little easier.

Would you refer us to others? Yes. Because your facility is very spacious, clean and well kept. The funeral directors do a great job and are very kind and thoughtful and are always there to help you for whatever reason.

Susan Myers, Daughter of Robert Flowers

Your comments about our staff: Very professional; thoroughly explained procedures.

Kevin J. McDonald, son of Edna M. McDonald

Would you refer us to others? Yes. Heffner took the planning and final arrangements off our list so we could concern ourselves with other family matters. They took care of all of the details that we would not have known where to start. Thanks for making it easy during a difficult time.

Jeffrey Kemper, Son of Jacqueline J. Kemper

Would you refer us to others? Yes. This is a time in your life when making these decisions becomes almost unbearable. You have always been able to get me through these times with concerning, reasonable advice when my decisions were not always in my best interest emotionally and financially. Never once did you take advantage of the circumstances.

Gloria Shipley, Mother of Leanne D. Shipley

Your comments about our staff: Excellent staff. Very caring.

Ronald E. Smallwood, Son of Elizabeth M. Salmi

Your comments about our staff: Staff treated our family with courtesy and kindness.

Jean E. Fahs, Widow of Richard A. Fahs

Your comments about our staff: I love you guys. In my time of need, I could not have asked for more caring and courtesy from anyone. The care you took with my husband was great. Thank you.

Kathy Bathory, Widow of Laszlo Bathory, Sr.

Your comments about our staff: They are of excellent quality.

Would you refer us to others? Yes. Because you are the best.

Mildred H. Kline, Friend of John F. Possinger

Your comments about our staff: The Heffner staff made a most difficult time easy.

Name Withheld by Request

Your comments about our staff: I was unsure because of being so large, but I couldn't have been more pleased with it from the beginning to the end. It was done with the utmost respect.

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

Name Withheld by Request

Would you refer us to others? Yes. Just excellent service!

Mr. Ronald Besser, Son of Jane Besser

Your comments about our staff: Fine job done. Thank you.

George Feeser, Nephew of Margaret W. Gebhart

Your comments about our staff: They were very kind and thoughtful.

Would you refer us to others? Yes. When they picked up Mom, they were so respectful of her. And so kind to me.

Mrs. Sandra Bokus, Daughter of Lucy J. Clarkson

Your comments about our staff: Great staff and facility.

Mr. William K. Woofter, Son of Mardella Woofter Blair

Your comments about our staff: Very courteous, understanding.

Would you refer us to others? Yes. Director was understanding, courteous and sympathetic, since Heffner Funeral just did my Father's service a week before my Mom.

Mrs. Pamela Gulyas, Daughter of Olive L. Bragg

Your comments about our staff: Thank you, for everything. You made the process very easy.

Walter E. Goshorn, Jr., Son of Ruth A. Goshorn

Would you refer us to others? Yes. The staff at your facility were exceptional. The family was very pleased with the service.

Mrs. Jamie Avaritt, Widow of Joe K. Avaritt

Your comments about our staff: Superb!

Reverend Kenneth J. McCoy, Son of Alverta L. McCoy

Your comments about our staff: The telephone calls I made to your funeral home were handled courteously and in a most professional manner.

Would you refer us to others? Yes. I felt very comfortable dealing with your staff.

Gerald E. Laughman, Brother of Phyllis M. Naill

Your comments about our staff: Top Notch—All the way.

James R. Grim, Widower of Linda J. Grim

Your comments about our staff: I would like to thank everyone there for helping me and my family get through this difficult time. You were all very nice.

Maria Lozano, Widow of Alex Lozano

Your comments about our staff: Wow! The staff was excellent. So accommodating. Megan was great! All the guys were so thoughtful and they listened.

Would you refer us to others? Yes. I have already referred you to others. Told them how great everyone was-they knew what we needed before we did

Name Withheld by Request

Your comments about our staff: Very courteous and respectful.

Would you refer us to others?: Yes. You are there. I doubt there could be another firm that would surpass your quality.

Vivian M. Hauer, Sister of Dorothy A. Hartman

Your comments about our staff: A much better experience than we could have imagined.

Name Withheld by Request

Your comments about our staff: We had 2 funerals at Heffner's, my Husband's being the 3rd. We were satisfied**.**

Name Withheld by Request

Your comments about our staff: Thank you for your warm sympathy for our loss.

Lester E. Blouse, Widower of Mildred J. Blouse

Your comments about our staff: Very professional and understanding.

Ronald Horner, Son of Anna Margaret Horner

Your comments about our staff: Excellent service.

Would you refer us to others? Yes. Excellent people and courteous service.

Raymond L. Kindig, Widower of Ethel M. Kindig

Your comments about our staff: I'm very grateful for your service.

Bradley L. Shenk, Son of Herman D. Shenk

Would you refer us to others? Yes. The staff and service at Heffner's has been excellent. In my adult life, this has been the third funeral with Heffner's**.**

Name Withheld by Request

Your comments about our staff: Your staff is very professional and kind.

Would you refer us to others? Yes. The services provided by your staff were flawless.

Lois I. Stump, Widow of Charles W. Stump

Your comments about our staff: Very kind and helpful.

Ila Sherman, Mother of Dennis G. Knowles

Your comments about our staff: Under the most emotional time of my life, the staff was sensitive, courteous and so very patient and helpful, even though we had requests not normally handled in this area. I was impressed by the personal attention and cooperative attitude. Thank you.

Name Withheld by Request

Your comments about our staff: Your staff was wonderful. Very helpful and caring.

Mrs. Terry L. Zimmerman, Daughter of Jack L. Ginter

Your comments about our staff: Very professional and caring! Went <u>above</u> what was expected of them. I was impressed with the knowledge and the planning of the services. Thank you.

Brenda E. Crone, Daughter of Rosemma M. Kohr

Your comments about our staff: Was very pleased with entire funeral.

Name Withheld by Request

Your comments about our staff: Excellent.

Would you refer us to others? Yes. Well pleased with all services!

Letha A. Holtzapple, Widow of James R. Holtzapple

Your comments about our staff: The best.

Name Withheld by Request

Would you refer us to others? Yes. Compassion.

George L. Sweitzer, Widower of Nancy L. Sweitzer

Your comments about our staff: 1st Class.

Would you refer us to others? Yes. Staff was very well trained. Facilities were # 1.

Donald L. Tarman, Brother of Leonard Y. Tarman,

Your comments about our staff: Your staff was very helpful and friendly. Thank you!

Virginia M. Angel, Widow of William C. Angel

Your comments about our staff: Everyone was compassionate, professional and made a sad experience easier.

Linda A. Eriksen, Daughter of Anne E. Carlson

Your comments about our staff: Professional, knowledgeable, and well prepared.

Donald R. Strine, Step-son of Robert E. Olewiler

Your comments about our staff: Everyone on your staff was wonderful and very helpful. The chapel was beautiful and just the right size for our small group.

Deborah A. Miller, Friend of Margaret H. Keener

Your comments about our staff: My appreciation and gratitude for the superior customer service performed during my time of need.

Would you refer us to others? Yes. Courteous and compassionate service.

Merrie Jo Bowman-Ruth, Daughter of Jacqueline Bowman

Your comments about our staff: Very kind and considerate. Everything was conducted in a professional, compassionate manner.

Would you refer us to others? Yes. Excellent service for two previous and these arrangements.

Name Withheld by Request

Would you refer us to others? Yes. Our family has always been very satisfied with the services provided by Heffner's. This has been a difficult year for our family as this is the second funeral and both have been handled by Heffner's. And both times you have provided excellent service and understanding.

Name Withheld by Request

Your comments about our staff: Everyone there was so nice and did a great job. You only had a short time to get my mom ready for us to see her and you did a great job. Thank you.

Would you refer us to others? Yes. I already told people about you, how nice you were, and it's a great place.

Joyce M. Weaver, Daughter of Marian L. Henry

Your comments about our staff: Everyone was so kind to me. I have trouble walking and everyone was so helpful. People came to me after the service and said how nice everything was. Everything was perfect. God Bless you,

Mrs. Betty Hoover, Widow of Ralph J. Hoover

Your comments about our staff: The staff was exceptional. They were available when needed—took the time to chat with us—were friendly and personable.

Would you refer us to others? Yes. Your very approachable and personable.

Mrs. Catherine Gale, Daughter of Elda M. Aquila

Would you refer us to others? Yes. Absolutely.

Mrs. Ruth L. Chick, Widow of Nicholas J. Chick

Your comments about our staff: Always helpful.

Would you refer us to others? Yes. They made things as easy as possible at this difficult time.

Shanna L. Hilbert, Widow of Dennis L. Hilbert

Your comments about our staff: All was great.

Steven Billet, Son of Corrine E. Billet

Your comments about our staff: They were all just wonderful. I thank you for all you did for us. My whole family has been there for funerals before and were very pleased!!

Paul T. Dinges, Son of Herland T. Dinges

Your comments about our staff: Great job! Very professional and polite.

The most important reason for selecting us: Reputation. Because you honor veterans.

Name Withheld by Request

Your comments about our staff: Just awesome in our most needed time. Thank you to all.

John A. Staub, Widower of Peggy A. Staub

Your comments about our staff: Your whole staff was wonderful in every way.

Would you refer us to others? Yes. You were very considerate and very helpful in helping us with the loss of my Dad; he looked better than he has for a while. You did a wonderful job with handling everything.

Carolyn A. Bahn, Daughter of Grayson M. Arendt

Would you refer us to others? Yes. Very pleased with everything! Thank you!

Joyce Sanger, Daughter of Luther G. Lieberknecht

Your comments about our staff: Very kind and courteous. Patient. Spent time with us to answer all our questions.

Would you refer us to others? Yes. Very pleased with the service and how things were handled.

Sherry Dean, Daughter of Philip H. Englar

Your comments about our staff: Everyone was very kind and understanding and thorough with every detail!

Would you refer us to others? Yes. You and your staff made everything very easy and uncomplicated. All the family had to do was be there. You paid attention to all the details and arrangements! Thanks again.

Craig Cutshall, Son of Norma E. Cutshall

Your comments about our staff: Excellent staff.

Francis J. Salib, Widower of Elizabeth Salib

Your comments about our staff: I think that you did an excellent job. Thank you.

Kerwin E. Hyland, Jr., Widower of Irene K. Hyland

Your comments about our staff: Appreciated the time spent with me to go over things. And, as my aunt was not of means, I appreciated the staff member highlighting areas for cost savings with respect to not needing transport if I took my aunt for one more ride in the Jag, and as we were working with the staff at Prospect Hill, not necessary for both staffs to be present at the graveside service.

Would you refer us to others? Yes. Everything was handled in accordance with my great aunt's wishes as pre-arranged. Little effort was necessary on my end, which is a testimate to how the staff covered all of the bases during the planning process years ago.

Thane J. Fake, Great Nephew of Helene L. Spangler

Your comments about our staff: A. OK.

Would you refer us to others? Yes. Caring, helpful.

Name Withheld by Request

Your comments about our staff: Everyone I dealt with was compassionate and caring. No "sales" pressure. Obviously you focused on getting us through a very difficult necessity.

Would you refer us to others? Yes. Heffner staff cares more about helping you make difficult decisions rather than about making a sale.

Additional comments: Thank you for the key fob with Jeff's image inside. I have it with me every day. Thanks for handling everything so efficiently and in a timely manner. P.S.—I've asked my family to contact Heffner when God calls me home.

Beverly J. Crook, Widow of Jeffrey A. Crook

Your comments about our staff: Very professional and attentive.

Mrs. Terri Deiter, Daughter of Terry L. Fackler

Would you refer us to others? Yes. You did a wonderful job.

Lisa S. Biller, Widow of Michael A. Biller

Your comments about our staff: Your staff was very professional and courteous to all of us.

Ann M. Miller, Daughter of Barbara Lukas

Your comments about our staff: Everyone I dealt with was so kind and helpful. I didn't feel rushed or pressured in making decisions and everything that I wanted was done professionally. This was the hardest thing I've had to do and your staff was wonderful.

Would you refer us to others? Yes. The staff is great and the facility is beautiful. I like the fact that cremation is done on site.

Cathy Geiger, Widow of Frank T. Geiger, III

Your comments about our staff: The family would like to thank all of the staff for your very fine services. It was a pleasure working with all of you.

Tedd Keefer, Jr., son of Tedd A. Keefer, Sr.

Your comments about our staff: Excellent place and service. Very helpful.

Name Withheld by Request

Your comments about our staff: You did a tremendous job especially getting our mother to look like herself again.

Nancy L. Schrum, Daughter of Anna M. Senft

Your comments about our staff: Very professional, pleasant and kind.

Alesa Joseph, Daughter-in-Law of Rodney E. Joseph, Sr.

Your comments about our staff: All of the above and more.

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

Esther L. Heilman, Niece of Dorothy I. Hawkins

Your comments about our staff: Extremely courteous, compassionate and helpful.

Would you refer us to others? Yes. Most definitely. My friend recommended your home and said what a lovely viewing, etc. in her friends time of need.

Additional comments: I write this still in shock of my husband's passing. He would have been very happy with his send off and the beautiful surroundings. Most of all, he would have loved how kind and helpful you were during such a hard time. You thought of everything and were prompt and courteous on any special requests that were made. Thank you so much.

Mrs. Ruth Minello, Widow of Henry A. Minello

Your comments about our staff: They are among the kindest, most sympathetic people I have ever met. There were professional and caring at every juncture.

Would you refer us to others? Yes. Our experience with Heffner's was one of the most calming and comforting aspects of my father's passing. Heffner's has mastered the ancient and venerable art of funerary procedure. Ten out of ten for service.

Emily E. Kaufman, Daughter of Mervyn K. Kaufman

Your comments about our staff: I was very pleased with everything, especially the preparation of my mother's body. She looked wonderful.

Sandy Shoffner, Daughter of Darlene M. Wolf

Would you refer us to others: Yes. I would refer your services if the opportunity ever arose, but since I live in Connecticut, it is unlikely.

Name Withheld by Request

Your comments about our staff: Everyone was very helpful and was very careful with the service we ask to have. It was exactly what we had wished.

Name Withheld by Request

Your comments about our staff: Very professional and thorough in guiding us during our period of grief.

Name Withheld by Request

Your comments about our staff: Could not have made a difficult situation any easier. Thank you.

Lynda J. Elder, Daughter of Benjamin F. Deitz

Your comments about our staff: Courteous, Attentive, Viewing – Excellent, Every part of all the service – Wonderful.

Would you refer us to others: Yes. Just do everything for me and that I wanted, for everyone else and anyone will be thankful. Marlin looked great in full dress uniform.

Rita A. Erney, Widow of Marlin L. Erney

Your comments about our staff: Very professional and helpful.

Donald L. Chronister, Son of Hilda M. Chronister

Your comments about our staff: Very helpful. My husband's funeral was handled very professionally. The Heffner staff was very helpful. My husband's death was very sudden. I am still in shock. George would have been 81 on 5/9/14. Thank you for all your help.

Would you refer us to others? Yes. You are the best.

Jean M. Zipay, Widow of George Zipay, Jr.

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

Karen Boyle, Daughter of Gloria M. Elicker

Your comments about our staff: Very helpful in all respects. Especially since nothing was pre-arranged and we had to keep the costs down. Very comforting.

Would you refer us to others? Yes. Your people last helped us out when my mom passed in 2003. About a year ago I needed a copy of her death certificate. I called the office and they were able to give me the proper info to get it.

Barbara A. Temple, Widow of Richard A. Temple

Your comments about our staff: Wonderful, very helpful and courteous.

Would you refer us to others? Yes. You made us feel comfortable at our difficult time. Having the service at the chapel was very nice and easy to find (with parking). The staff was accommodating, letting my uncle and aunt view my mother the day before service-as we had a closed casket.

Kathie Straubel, Daughter of Florence M. Miller

Your comments about our staff: You did what Larry wanted. He did want everything simple. Thank you for what you did.

Arlene E. Dawson, Widow of Lawrence E. Dawson

Your comments about our staff: You couldn't have been more accommodating.

Carolyn T. Benedict, Widow of Donald G. Benedict, Jr.

Your comments about our staff: Very comforting at a very difficult time.

Betty J. Mehring, Widow of Edward J. Mehring

Your comments about our staff: Everyone was very helpful and always ready to help any way they could.

Would you refer us to others? Yes. Because everyone was so considerate of how I was feeling. I know you all will do the same for a friend or family member. Thank you all.

Phyllis L. Baker, Widow of Gene L. Baker

Your comments about our staff: Excellent.

Cora E. Brenneman, Widow of Donald G. Brenneman

Your comments about our staff: Very helpful. Having used your services for my grandfather, even if pre-arrangements had not been done, we would have used your facility.

Would you refer us to others? Yes. If I lived in the area, we would use your services for ourselves.

Katherine Rittner, Granddaughter of Janet M. Blomquist

Your comments about our staff: Very accommodating.

Heather A. Smith, Mother of Camden A. Smith

Your comments about our staff: Your staff was understanding with all the members of our family. I had many compliments from friends and relatives on the service. Thank you again.

Robert H. Rutland, Widower of Emily Rutland

Your comments about our staff: Your staff went above and beyond. Thank you so much.

JoAnn E. Utley, Widow of Robert H. Utley

Your comments about our staff: The staff did a wonderful job with everything.

Would you refer us to others? Yes. Staff went over and above to make sure that everything was perfect.

Pamela M. Groendyk, Mother of Aaron J. Groendyk

Your comments about our staff: Everything was very good.

Would you refer us to others? Yes.

Mr. Vasant H. Jethwa, Widower of Vinoda Jethwa

Your comments about our staff: Very courteous, knowledgeable and family-needs oriented.

Would you refer us to others? Yes. The whole experience was satisfactory and professional.

Edward T. Boyd, Widower of Thelma L. Boyd

Your comments about our staff: I was very impressed and pleased with your staff. There was always an attendant to take care of our every need!

Would you refer us to others? Yes. I never expected anything so nice.

Geraldine A. Kopp, Widow of John R. Kopp, Jr.

Would you refer us to others? Yes. Words can't explain how pleased we were. Thank you so much.

Mrs. Billie F. Davis, Daughter of Margaret M. Sigel

Your comments about our staff: Every member of the staff was very professional.

Cheryl S. Migliarini, Widow of Brian R. Migliarini

Your comments about our staff: Very professional, helpful and understanding! Thank you!

Jeffrey L. Dressel, Son of Elsie E. Dressel

Your comments about our staff: Staff was more than words can give them. All of the above and more.

Would you refer us to others? Yes. For all of the above and beyond their duties. Again, thank you to all of you and your staff.

Name Withheld by Request

Your comments about our staff: Very courteous, empathetic, professional and efficient.

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

Name Withheld by Request

Your comments about our staff: Very pleasant and made me very comfortable. Thank you for letting us bring in the bear mount (named JJ—Jon Jr.). My brother wanted it with him.

Would you refer us to others? Yes. Was at other funeral homes and they didn't seem as warm (comforting). Have more space, don't feel cramped.

Mrs. Krista L. Nace, Sister of Jon D. Arnold

Your comments about our staff: Business like, helped us put together my husband's wishes. The facilities were very pleasing, nice displays, attractive.

Please check the most important reason for selecting us: Attended a service there a few years ago and thought it was well presented.

Would you refer us to others? Yes. What we wanted was well presented. We were not hurried making decisions. We were pleased to have things the way we wanted them to be handled. Thank you for taking care of us, we were pleased.

Name Withheld By Request

Would you refer us to others? Yes. Polite, helpful, very professional.

Name Withheld by Request

Your comments about our staff: Your staff is the best!

Mrs. Beth A. Geesey, Daughter of Glenwood Harlacher

Additional comments: I could not have asked for a better experience in dealing with the death of my mother. I am so glad a lot was pre-arranged, but everyone there was courteous, respectful, informative and whatever other positive adjectives one could think of. Thank you for making this experience easier.

Name Withheld By Request

Your comments about our staff: Don't change anything!

James P. Hepler, Brother of Dorothy H. Isaacs

Would you refer us to others? Yes. Every aspect of the pre-need plan was performed as needed without question!

Karl H. Zimmermann, Husband of Barbara J. Zimmermann

Your comments about our staff: All the above, plus sensitivity to little things that came up and needed your guidance, given readily to those needing it. Great!

Would you refer us to others? Yes. See above. Also, my agent will use you for my burial beside my wife when the time comes. Thank you.

Name Withheld by Request

Would you refer us to others? Yes. Everyone and everything just perfect.

Weston W. Huff, Widower of Ruth Huff

Thank you. Your treatment of myself, my family and especially the way you cared for my wife Kathy! She would be and is pleased with the way you honored her wishes. I know this is true because I feel it in my heart any my soul.

Arthur Stewart Jr., Widower of Kathy Stewart

And the staff was excellent. Words cannot explain our satisfaction with your services. You guys not only perform a job, you care and that is important. Thank the rest of the staff. You guys put your heart into doing a job well done and showing that you care is the most important feeling that you can give to people in their most difficult moments.

Maria Rosa, Widow of Alexis Rosa

The home looked beautiful with the fire roaring and the birds.

Judy & Jim Patterson, Daughter & son in law of Edward J. Castle Sr.

They were courteous, helpful and very anxious to help. Your employees explained helpful and courteous ideas.

Robert Mackenzie, Widower of Martha

The staff that I met and spoke to were very considerate.

Clarence Ozman Widower of Beatrice

Quiet, courteous, concerned, professional. My mother had pre-arranged her funeral. She died during the 30" snow. The next morning a ten minute phone call is all that was necessary to complete her wishes.

Joyce Arnold, daughter of Rosetta Waltemeyer

Your organization is A#1 I still am thankful for Ernie's arrangement of our funerals so many years ago.

Regena Hoke, Widow of Vernon Hoke

Everything was conducted with dignity and friendliness. Just the way our family chose.

Delphine G. Howes, Widow of Edward Howes

Very pleased with all the staff. They were outstanding to all.

Michael D. Hess, Jr., Widower of June Hess

Very professional and performed things the way we planned for Mother's funeral.
We have had good experiences in the past with previous funeral services.

Linda Resser, Widow of Edwin Resser

Your staff treats people with warmth and dignity.

Charlotte Clark, Widow of John Clark

Suggestions that were made were very helpful and appropriate.

Mary E. Nixdorf, Widow of Darrell M. Nixdorf

Exceptional service & extremely accommodating. Thanks.

William E. Hayek, nephew of Mildred Snelling

Your staff was so kind & compassionate to me through this hard time.

I would refer you to others because we can leave everything up to you & I don't have to worry at all.

Ruth A. Tedder, Widow of Billy Joe Tedder

Your staff made every effort to make the situation as painless as possible, extending their services to our convenience.

Ken Springer, son of Elaine Springer

Everything was handled 100% above what I have been used to.

Duane Jacobs, Widower of Sallie Jacobs

Your staff was excellent in every respect.

Thomas A. McCrary Sr., Widower of Cheryl McCrary

Everything was perfect, just the way my Mother would have liked it done. Thanks so much.

Kathleen Orozco, daughter of Nellie R. Montgomery

They were all wonderful. The guest book was wonderful. Never seen any like it before. A wonderful keepsake.

Margaret Schuhly, daughter of Josephine Kullberg

Everyone was very kind and understanding. Your staff was very courteous and helpful at a very difficult time.

Mary A. Mula, Widow of Richard Sr.

They were very respectful & made my family & self very at ease.

Thelma Topper, Widow of Clarence B. Topper III

Everyone was wonderful.

Nan Knaub, Widow of Lonny Knaub

A representative was willing to meet at our house after the stillbirth of our daughter. My wife was exhausted & recovering, so I really appreciated his flexibility. Plus, he was nice enough to deliver the urn to our house after the cremation. It made the whole process easier for us. Thank you!

Earle Ellis, father of Bailey M. Ellis

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

Very courteous and friendly people.

Cynthia L. & Kevin Hildebrand, son & daughter of Jean E. Hildebrand

You were very courteous. You answered our questions & very helpful also.

Ray Wilson, son of Jennie Hoffmaster

I was treated with respect and kindness by everyone. I felt very comfortable turning my husband to your staff for cremation. I know he was handled with dignity. You made a very difficult time; go as smoothly as you possibly could for me. I would definitely recommend you.

Karen A. Striebig, Widow of Keith B. Striebig

The Pre-need arrangements in place by our family allowed me time to spend with relatives and others and most importantly to be a part of other spiritual needs. Our out-of-town relatives and friends followed directions to the Heffner location with ease.

Mildred McNair, Widow of Harry

They are # 1. You had everything under control from the first day to the last day. I could not have asked for anything more. I heard many compliments.

Sandra Langione, Widow of James

Very professional.

Marian Reachard, niece-in-law of Helen M. Kuntz

Your people were most responsive to the various changes.,

Suzanne Thomas, niece of Vida Brown

Heffner's will always be #1. They remain the well-rounded team in every aspect, of the Funeral profession.

Donna Koller, daughter of Orvin Burkholder

The staff's assistance and sincere concern about my needs was more than I expected and was certainly appreciated during my difficult time. The comforting surroundings and the professionalism of the staff is what I needed at this sad moment in my life.

Gloria Shipley, Widow of Norman E. Shipley

Your staff was very accommodating to our family. Everything was completely done to our satisfaction. We were treated with the utmost consideration for all needs during the loss of our precious mother.

Brenda L. Stahle – daughter of Ethel Flaharty

I had a lot of positive feed back from family members that I didn't know, until the day of the funeral. I think every one tries to make the family of the deceased feel as comfortable as possible during that stressful time of losing a loved one. Thank you so much for being there for us when we needed you.

Superior. Very special treatment from everyone. Thanks,

Karen Spahr, daughter of Frieda Keenan

Your staff is very understanding in knowing what needs to be at a difficult time. You have a very nice comfortable relaxing place to have a service at.

Robert H. Stambaugh Jr., son of Sylvia P. Stambaugh

I couldn't have asked for any better service. Nothing was too much to do for our family. The booklet that was created from the pictures and information was fantastic. The staff kept me informed of everything that needed to be done.

Betty L. Collier, daughter of Gertrude Johnson

The Best. Tell anyone and everyone about the good staff and the good service.

Robert Haas, Widower of Delores Haas

Very polite and friendly, made the whole experience easier. They took care of a lot of things that I didn't have to worry about. They worked with us to have the service we wanted to have.

Joan Kleffman, daughter of Grace E. Kleffman

My in-laws were buried from Heffner's also and always were treated with the utmost respect by the entire staff.

Nathan Feldman, son of Lillie M. Myers

Outstanding group of people.

Daughter of Minerva Keener

My family and I were very pleased with the professional manner in which we were treated, and with the compassion displayed by the staff. We would recommend Heffner's to anyone who needed funeral services.

He responded to our situation promptly and was exceptionally thorough regarding paperwork. All of the staff at Heffner regarding services of Anastasia Sideras was very polite. Thank you very much!

We dealt with Heffner on several occasions (Kenneth Rd location). They deal with matters in a professional manner and "do the job right." Thank you kindly!

Mike Sideras, son of Anastasia Sideras

Such a help, so receptive to our needs.

Josie Caruthers, Widow of John C.

Thank you so much for everything you did for my father's funeral. Everything was so beautiful. Everyone complemented on how courteous the staff was. My dad's funeral was the hardest thing I ever had to do in my life, and knowing someone responsible & professional was there made things a little easier.

Stacey Rodgers, daughter of Steven Wire

We heard only good comments about your services, we were very pleased, especially with all the staff we came in contact with, they were kind, yet professional. Everyone really just loved the pictoral tribute to Dolly, I am so glad we were given this choice. It will be cherished the rest of my life.

Most important reason for selecting us. – Your facility and liked what I saw. I would gladly direct anyone who would ask to you.

James Cauler,Widower of Neila

We were treated with great respect.

Esther Aubel, Widow of Roy Aubel

The arrangements and service was exactly as planned. My family and friends had only good comments about everything your staff did. I would not hesitate to refer you to anyone in their time of need.

Robert E. Baublitz, brother of Catherine Pfeiffer

I feel that Heffner did a beautiful job in a very professional manor at a reasonable price.

Carol Lau, Widow of Theodore Lau

Everything was explained to me & how well we all were treated & how easy they made things for me.

Hazel Starner, Widow of Joseph A. Starner, Jr.