

Your comments about our staff: It is funny how things all come together. I truly believe God had a hand in all of this.

I attended your KTF seminar where I learned more about cremation, celebrant services, what Heffner's offers and of course meeting each one of you. I would have been lost if this tragedy would have happened before, but as my family has come to Heffner's for several family members, I knew I would turn to you. The knowledge I gained at the seminar made it so much easier for me. I knew right where I wanted my Brother to go and what type of service I wanted. I knew you would take care of him just like he was your own and that gave me such heartwarming comfort.

Before I came to identify him at Heffner's, my last view of him was at Trauma ICU and it did not look like my Brother. The minute I identified him, I saw you gave me my Brother back and I have that picture of him to hold dear. It looked just like him, just like he was laying there sleeping. I can never thank you enough for this.

The service Betty and Jessica did was amazing. They "got" who my Brother was and it showed in the service provided. One person wrote on FB it was the most Appropriate/Inappropriate service they ever attended but it was pure Michael March. I was so glad we and his friends got to honor him in a way that did Mike proud. The opening of the Jack Daniels bottle caught me by surprise, but then that is what Mike would have wanted. A last toast by his friends.

The small gathering at the cemetery, I quite did not know how I wanted it, but Betty added small touches and recommendations that made it wonderful.

Words cannot express the gratitude I have for each one of you and Heffner's. Sincerely,

Jane Coy, Sister of Michael T. March

Your comments about our staff: Everyone on the staff was extremely supportive, sensitive, and helpful during the planning, as well as throughout the service.

Additional comments: I was particularly impressed with the celebrant, Victoria Krouse. When I first contacted Heffner Funeral Home after my mother passed away on June 28, 2018, I was disappointed to hear that Betty Frey was not available for the planned service on July 7, 2018. She had done a fabulous job with my father's service in January 2015. I was somewhat concerned when I learned how recently Victoria had started. After I met with her for an hour or two, I felt much more comfortable, seeing how she listened and absorbed my thoughts about the service. She was very responsive and supportive during that hectic week, as was the rest of the Heffner staff. The service turned out just as I hoped. Victoria did an outstanding job in what she included in her comments, and her orchestration of the service. It was a wonderful tribute to my mom and was so important to all those in attendance that my mom had touched throughout her long life. Thanks again.

Thomas L. Vogelsong, Son of Doris M. Vogelsong

Dear Mr. Heffner,

I apologize for typing this instead of writing on your survey, but I like to put things on the computer so I can read it several times and make changes as there are usually a lot of thoughts I want to convey. I have a to do list and one item was to send you a note regarding my mother's service, and also the preliminary sessions with Matt Morris and Betty Frey, so your survey bumped this note to the top of the list.

My mother died on 5/14/18 and my son called the funeral home but asked that we could have some time, until 7:30 pm, so that family members from Lancaster and Chambersburg could get to the house before she left; we were told to call when we were ready which was wonderful.

The next day we met with Matt and he was very personable and professional in helping to guide us through the process of the arrangements, and even made suggestions that were very much appreciated because the brain doesn't always work well at these times.

We were able to follow all of mom's wishes except one and that was who she wanted to officiate the service. Our minister actually just retired due to problems often associated with aging, mostly memory. His son brought him to see mom before she died and he didn't remember her by name. I was really torn as I wanted to follow Mom's wishes but this was one I could not do. Betty knew my mom for many years as she and Dad were one of her first prepaid funerals that she set up. My brother and sister-in-law joined me in sitting down with Betty to talk about what we wanted and trying to remember things from the past that would be good to know about Mom. I also told Betty I was writing a eulogy of my own but I knew there was no way I would be able to read it and she jumped right in to do it for me; and also one from a grandson in Arizona who couldn't come for the funeral. Betty did a fantastic job! It truly was a celebration of life, there were tears but there was more smiles and laughter. I couldn't thank Betty enough for the wonderful service she provided for Mom, she went above and beyond what I could have ever expected. This past Sunday at church one of the men who attended the service said to me, "I don't know if this is wrong to say, but your mother's funeral was the best one I ever went to"!

I think that says it all! The entire family felt the same way and I knew Mom was not disappointed at all, I'm sure she had a good chuckle herself.

Our family has used your funeral home for as long as I can remember and there is a reason you are voted #1 every year! Keep up the great work and please let your staff know our family really appreciates everything they did!

Sherry Zimmerman, Daughter of Anna E. Koons

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

Name Withheld by Request

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

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

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

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

Barbara J. Eline, Daughter of Joan R. Hoskin

Your comments about our staff: Scott and Betty's service was outstanding.

Would you refer us to others? Yes. The service and people of Olewiler & Heffner of Red Lion went above and beyond for us. Thank you all!

Michael W. Lohss, Son of Miriam L. Lohss

Additional comments: Betty Frey was the representative who set things up for us. We were taken care of by her competence and her professionalism. All things were carried out as was planned. It was well done. Thank you.

Wanda Wells, Daughter of Ruth L. Shive

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

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

Morgan Plant, Spouse of Carole Frantz Alexy

Your comments about our staff: Your staff was very compassionate and professional! Thank you Matt and Betty for helping us get through this very emotional time in our life!

Would you refer us to others? Yes. They did an excellent job in taking care of the deceased, and the family. Very professional, thorough, and compassionate. I can't say enough about Heffner's!

Nancy Myers, Daughter of Dale E. Wentz

Your comments about our staff: Jessica and Betty were very professional, knowledgeable, and friendly, which made it very easy and comfortable to plan and deal with all of the necessary arrangements before, during and after the service.

Raymond Baker, Widower of Donna L. Baker

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

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

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

Kathy Dotzel, Daughter of Janice K. Monroe

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

Sandra Tilton, Daughter of Charlotte A. Kochenour

Your comments about our staff: Matt and Betty are awesome. Matt was a great help and was always kind and very considerate.

Jane Simon, Friend and caregiver of Barry W. Rathvon

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

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

Anne Kostas, Companion of William Kostas

Your comments about our staff: Jessica was wonderful throughout the experience. Betty did a very nice job at the gravesite.

Would you refer us to others? Yes. Would very easily recommend you.

William Schlotterbeck, Father of Karen L. Schlotterbeck

Your comments about our staff: Initial contact late evening from intern (Kasie) was very comforting. Betty Frey again assisted us with officiating and words of support. I interacted with five staff members.

Name Withheld by Request

Your comments about our staff: Your staff was wonderful! I can't say enough good comments about them.

Would you refer us to others? Yes. You were very caring and thoughtful through the whole process.

Additional comments: Mom and I dealt with Matt and Betty. They were both wonderful, caring people. They helped us every step of the way. Everyone who attended the service liked it and commented that it was a Billy service. Thank you all so much!

Sandy Bupp, Sister of Carl "Billy" W. Ferguson

Your comments about our staff: Your staff is very professional and very kind. Lou, Betty, Collee Ann and Matt were wonderful.

Ms. Lisa A. Manifold, Daughter of John C. Manifold

Your comments about our staff: Scott was very professional and anxious to answer all of our questions and concerns. He went above and beyond in all phases of the process. Betty (our celebrant) is a great listener and incorporated so many of our thoughts in my dad's graveside service.

Would you refer us to others? Yes. At such a time as a family member's death, it is important to have the expertise of the Heffner staff. They are a class act! They think of everything, and make the whole process more easily done. I can't say enough positive things about the Heffner staff.

Joyce Hibshman, Daughter of Robert C. Plymire

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

Betsy Santiago, Daughter of Tomas Malave-Jimenez

Your comments about our staff: I can't say enough about the entire staff. In particular, Betty and Matt were kind, gracious and professional. There were a number of unexpected changes but they took it in stride and relieved all our anxiety.

Would you refer us to others? Yes. We live out of state so we can't directly refer people but hopefully our words can convince them to put their trust and faith in you as we did. In a difficult time, you brought peace, calm and all your experience to heal. Money was even returned which attests to your honesty and character. Thank you for guiding us through a difficult journey.

Barry and Jody Roberson, father and step mother of Barry W. Roberson

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

Would you refer us to others? Yes. Most certainly!

Additional comments: My first experience with your firm was in January, 2015, when I worked with Ms. Betty Frey to complete the pre-arrangements for my mother. She was warm and completely committed to making me feel at ease during a sad time. It's never easy making final arrangements for one's parent. Ms. Frey was wonderful; she was easy to talk with, understanding, and very thorough in her explanation of what had to be handled. The final plan was a good one; I was comfortable with what we had done.

Later, when it came time for my mother's actual funeral in April, your firm acted quickly to secure my mother's remains from the nursing home. I did not have to worry about what to do as the staff was already in place and completed their tasks smoothly.

The funeral was managed beautifully by Matt; I was pleased to see how he handled the guests who attended and carried out the plans we'd made during the pre-arrangement meeting. He was so careful to ensure our plans were carried out correctly from the family and guest viewing time, the service, and interment. His presence at the cemetery was a comfort to me; he had thought of everything for our relief. I simply cannot say enough about how sweetly and professionally everyone was in my time of sorrow, including the ladies in the office, Megan and Kathy. This was such a lovely experience and I will highly recommend your services to my friends when their needs arise. Your staff brought a ray of sunshine during a bleak time in my life. I thank them all.

Patricia B. Petrosino, Daughter of Cleopatra S. Beverly

Your comments about our staff: We have known Betty for years. She was very helpful as she came to our home shortly before Ed's passing. Matt was very helpful too, as he took care of making the arrangements.

Additional comments: I want to tell you how impressed I was with the men who came to our home for Ed's body. They were very considerate and respectful.

Mrs. Nancy C. Marlow, Widow of Edwin P. Marlow

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

Name Withheld by Request

Your comments about our staff: Everyone treated me with compassion. Betty Frey did a great service.

Please check the most important reason for selecting us: A previous service that I attended.

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

Ms. Romaine M. Scott, Companion of Russell G. West

Your comments about our staff: My entire family was very pleased with all the people we dealt with, especially Betty and Matt.

Additional comments: Great job all around...very happy with your compassion, caring and thoroughness. Thanks.

Michael R. Senft, Son of Richard E. Senft

Your comments about our staff: Ernie, we are very happy with Scott and Betty. Scott was very helpful with all of our questions. Betty had a wonderful service for Daddy. They are both very special people. I was nervous meeting with Betty about what to say about Daddy at his service, but she made it so easy! Scott did a wonderful job with making Daddy look peaceful. Thank you!

Greg and Cindy Fortney, Daughter and Son-in-Law of Charles Kurtz

Your comments about our staff: Matt and Betty could not have been more caring. They both conducted themselves in a very professional yet compassionate manner. Service was just what we asked for.

Would you refer us to others? Yes. Warm and spotless facilities and professional, caring staff. Thank you!

Stacey L. Olphin, Daughter of Dean R. Olewiler

Your comments about our staff: Couldn't ask for any better! Did an excellent "make over" on my dad. Staff were very caring. Matt and Betty did an excellent job.

Doris M. Gemmill, Daughter of Clyde W. Eckert

Your comments about our staff: Nate and Betty Frey were excellent help for me and my family.

Would you refer us to others?: All I can say is Nate and Betty are the greatest. Betty will be back to see me and I will make pre-arrangements for myself when hat time comes. Thank you.

Elizabeth Slick, Widow of Leroy J. Slick

Your comments about our staff: Matt Morris was so very kind and very professional. He helped in every way he could, with everything we requested and needed. Betty Frey did service and she done such a great job, you would think she knew my wife all her life. All other staff was very nice and professional.

Would you refer us to others?: Would and have recommended due to service and caring.

Joe Tate Jr., Widower of L.B. Tate

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

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

Judith D. Peterson, Daughter of Nan L. Fink

Your comments about our staff: Betty did a great job. Thank you.

Name Withheld by Request

Your comments about our staff: Matt was very thorough and patient. He gave us a lot of time and attention and made some choices easier. He was always available and followed up on every detail. Betty did a wonderful job with the celebration service and went the extra mile providing the "popsicle stick" mementos. I never knew there was such a thing as certified celebrants. What a perfect option for us. My sister and a close friend continue to tell me how professional and touching the service was. I will highly recommend Heffner's. Thank you. Audrey B. Crilley

Would you refer us to others? Yes. Not only did we find the staff professionals, so did family and friends. Even the smallest details—opening doors and helping with parking and setting up extra chairs. I just buried my mother one month before in the Philadelphia area. That funeral home was not half as thorough or professional.

Audrey B. Crilley, Mother of Adam N. Crilley

Your comments about our staff: Everything was wonderful. Special mention for Betty, Celebrant and for Matt.

Mary Jane Mitchell, Widow of E. Hayden Mitchell

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

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

Ruth Joynes, Niece of Joann Jennings

Your comments about our staff: Betty Frey did a wonderful service. Everyone that attended made outstanding comments on the service. .

Would you refer us to others? Yes.

Lynne M. Rice, Widow of Kevin C. Rice

Your comments about our staff: Betty Frey and Scott Ball were the best (Excellent!) and I would recommend your services without hesitation. Thank you.

Would you refer us to others? Yes. I will let everyone know that you are the best option and I will plan all of our family's needs through your organization. Thanks again!

Paul T. Jones, Son of Beatrice M. Jones

Your comments about our staff: Matthew Morris was very helpful. Betty was also very helpful during this difficult time.

Shirley Monroe, Aunt of Judith E. Myers

Your comments about our staff: They were fantastic, and could not be more friendly. I was quite impressed with their professionalism.

Would you refer us to others?: Yes, for all of the reasons listed above. Matt Morris was great as well as Betty Frey.

Andrew Martin, Widower of Suzanne K. Martin

Your comments about our staff: Matt was very professional. Betty, sermon was great. Looking forward; but not by choice, to doing business with you.

Would you refer us to others?: Yes, Any time.

Dennis D. Stambaugh, son of Helen N. Stambaugh

Your comments about our staff: All your staff is awesome!! They treated us with respect! Mr. Scott Ball and Mrs. Betty Frey are the best!!

Would you refer us to others?: Yes, your staff did a wonderful job!! Everything was beautiful!! Thank you for your great service!!

Betsy Santiago, daughter of Nelly Malave Jiminez

Your comments about our staff: Those we came in contact with; Scott, Kim, and Betty, were all very helpful and efficient.

Would you refer us to others?: Yes, everything was handled very well and we were completely satisfied.

Pauline L. Jamison, Widow of John E. Jamison

Your comments about our staff: The professional manner of your staff eased our grieving process. They anticipated and reacted to our needs without rushing or putting any pressure on our family. They made great suggestions and followed our lead. This allowed us to personalize the service to reflect and display the talents Ralph had.

Would you refer us to others?: You provide a wide variety of services and special touches not shown by other funeral companies. The Thumbies, personalized Thank You cards, and slide presentation, are a few examples. Everyone at the service commented on the quality and uniqueness.

Additional comments: Betty Frey did a fine job officiating at the service. Betty spent time studying materials we provided about Ralph and she spoke as if having known him. All staff members have been very pleasant and accommodating.

Diana Barker, Widow of Ralph M. Barker Jr.

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

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

John Mingora, Widower of Charlean Mingora

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

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

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

Judith Fuhrman, Widow of Robert A. Fuhrman

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

Betty Hoffman, daughter of Mildred A. Schwartz

Your comments about our staff: Everyone was very professional, but most importantly, very caring and compassionate. Upon my Mother's death, Matt contacted me and we scheduled a time to finalize the cremation.

Would you refer us to others?: I have told my friends about the dinner my sister and I attended with Betty Frey. I felt it was an appropriate forum to discuss my Mother's final wishes. Betty was kind and courteous. When my husband and I visited the chapel, Betty allowed me to see inside the crematory as I had questions about this process.

Additional comments: My concern was, wanting to make sure my Mother was being cremated alone, and her remains were the ones I was getting. After seeing the crematory I pre-arranged my Mother's cremation. Six months after meeting Betty, my Mother unexpectedly passed away. My family and I met with Matt to make sure everything was still as we had pre-arranged. Although we were having a private family viewing, it was still important that my Mother look as well as could be expected. I must compliment your staff because my Mother looked BEAUTIFUL!! Matt allowed our family a generous amount of time for our farewell. I accompanied my Mother to the crematory; kissed her one last time and watched her placed in the crematory. The staff treated her very respectfully during this process. Your staff allowed me to fulfill my final promise to my Mother. (She wanted me to make sure her body went in and it was her ashes that came out) Thank you for having my Mother look like the lady she was and treating her remains with respect. After some time has passed and my grief is less, I will be making an appointment to pre-arrange my cremation. Thank you!

Jeannie Sacilotto, daughter of Wilma D. Hamrick

Your comments about our staff: Betty Frey was extremely helpful. She was my first contact.

Bette J. Thomas, sister of Thomas Chatman, Jr.

Your comments about our staff: Everyone including Matthew & Betty that helped us along the way were wonderful.

Would you refer us to others?: Yes, we were very pleased.

Holly Nugent, daughter of Donald R. Bush

Your comments about our staff: Absolutely fabulous. A difficult time made easier by their professionalism and attentiveness to our needs. No pressure and everyone went out of their way to accommodate us as we were from out of town.

The most important reason for selecting us? Requested by deceased (but not pre-arranged).

Would you refer us to others? Yes. Olewiler and Heffner helped create the perfect tribute to our father. We know he would have been happy with every part of the services and arrangements made. Thank you Matt and Betty!

Angela McCormick, Daughter of Wayne T. Boyd

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

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

Ms. Jane Arnold, Daughter of Ethel Roe

Your comments about our staff: You went above and beyond the call of duty. Betty, Nate and the receptionist in Red Lion were all amazing and continue to help us in any way possible.

The most important reason for selecting us: My Dad always said to go to Heffner when he passed away.

Debra A. Church, Daughter of James E. Uffelman

The most important reason for selecting us: I made the decision to go with Heffner. I felt comfortable with this since I was also familiar with your company and I felt you would handle my wife with respect and follow our requests since we had just updated our plans just three years ago.

Would you refer us to others? Yes. Scott Ball did a great job guiding our family as we dealt with this sudden loss. My wife and I shared our wants after we died but not to the small details to make it all happen. My one main concern was my grandchildren and great grandchildren and how they could better understand that grandmom has gone to Heaven. The kids brought hand colored pictures, flowers, and even sheet music of songs they loved to lay with grandmom. A blessing for all that were there that day. Thanks also to Betty Frey—she was and still is part of my family and some of her thoughts and suggestions help me make important decisions to do the best for my wife.

Richard G. Sterner, Widower of Judy C. Sterner

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

Sharon A. Miller, Daughter of Laura J. Miller

Your comments about our staff: I thought everyone was very nice and helpful. We also liked Betty Frey, Certified Celebrant. She was so nice to talk to. We thank her and everybody that was very helpful. I thought you did a wonderful job on my Mother. I told Matt the day of the funeral, a job well done. Thanks for everything you did for us.

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

Name Withheld by Request

Your comments about our staff: Matt was excellent to work with. You had Mother look very nice. Everyone was so nice to the family. Betty Frey did the service, great job. Thanks to all.

Would you refer us to others? Yes. Everything was so professional and family like manner.

Betty Knokey, Daughter of Anna L. Saylor

Your comments about our staff: My family and I could not have been more pleased with the staff. Everyone we met was professional and very helpful. A special thank you to Todd and Betty who went out of their way to be kind and thoughtful.

Would you refer us to others? Yes. I would not hesitate to refer Olewiler and Heffner to anyone because of our own experience. Your staff and facility are excellent. I would also encourage pre-planning, it takes a lot of stress off the family. Thank you all very much. Sincerely,

Ferne Waltemyer, Widow of P. Thomas Waltemyer

Your comments about our staff: Matt Morris and Betty Frey went above and beyond the call of duty for my sister and I and our families. That is why there are 5's in front of 4's. We still have people tell us how beautiful our Mother looked and how nice everyone and everything was.

Would you refer us to others?: Your staff goes above and beyond the need for families.

Cathy Ampsacher, daughter of Patricia A. Strausbaugh

Your comments about our staff: Top notch service!; from pre-planning with Betty, to the services. All of our needs were met and we felt that Olewiler & Heffner went above and beyond our expectations!

Would you refer us to others?: Yes, Absolutely! My grandparents have already pre-arranged their services with Heffner and my parents are switching their pre-planned services from another company to you.

Amanda Dosch, niece of Beverly Kottmyer

Your comments about our staff: They were wonderful, very respectful. Matt was great and could not help enough. Ms. Frey did a wonderful service.

Mary Cunningham, Widow of Dennis F. Cunningham

Your comments about our staff: Job well done. I was very pleased with all your staff and facilities. Betty did a great job of her presentation.

Would you refer us to others? Yes. Your people were very professional and courteous. They made you feel as comfortable as possible.

Levere E. Horn, Jr., Companion of Genevieve H. Hersh

Your comments about our staff: Todd was very helpful and made it very easy to finalize our plans.

Would you refer us to others? Yes. Very helpful when pre-planning with Betty a few years ago. This made things a lot easier when my mother passed.

Stacy M. Burke, Daughter of Betty J. Smeltzer

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

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

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

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

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

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

Your comments about our staff: The staff was very professional, courteous and knowledgeable. They were so kind and exceeded our expectations. Betty was so caring and personable and she took the time to get to know my wife. We are still receiving compliments.

Randall L. Lupold, Widower of Susan Lupold

Additional comments: I am truly blown away by the generosity of EVERY SINGLE person on the staff. Friends have told me that their eyes have opened and they view the world a bit differently. That has warmed my heart and I couldn't have asked for a better service. Thank you, thank you from the bottom of my heart. Thank you!!

Kylie Lupold, Daughter of Susan Lupold

Your comments about our staff: Jessica was so friendly and patient with me and my daughters as we made our decisions. Betty Frey was able to convey the things that made Raymond unique to us. They were very accepting of our ideas for the celebration of Raymond's life, including the music we wanted to play. The marvelous slide show and all the little surprises in the guest book.

Mrs. Carol M. Hoffman, Widow of Raymond S. Hoffman,