

*Your comments about our staff:* Everyone went out of their way to make sure that my family and our guests felt at home. Scott and Victoria were very professional and compassionate. Scott answered questions about topics not pertaining to the service itself, but put my mind at ease.

*Would you refer us to others?* Yes. I have been to three family services and every time the staff went over and beyond to help dealing with the difficult time be stress free. They made for a beautiful service all three times. The service for my husband on 4/7/2021 was livestreamed for family and friends who could not attend. Thank you to all the staff for making a difficult day easier to handle.

*Patricia J. Danner, Wife of Frederick W. Danner, Jr.*

*Your comments about our staff:* Victoria was very professional, caring and helpful. I have had four deaths in the last six years and you have helped to make it calmer and more relaxing to deal with the death of our loved ones. We feel everyone went above and beyond to help us at a very hard time. Thank you for being so wonderful.

*Michele Anderson, Daughter of Patricia A. Bothell*

*Your comments about our staff:* Victoria was superb!

*Linda G. Smith, Daughter of Rosemary L. Hunt*

*Your comments about our staff:* Very professional, displayed caring and concern for all family members from initial contact and continuing matters.

*Would you refer us to others?* Yes. Although not pre-arranged, everything went very smoothly from the initial contact at home. Our family felt that Ken was cared for with dignity and respect.

*Additional comments:* Thank you Victoria. We appreciate everything you did to make this time of great loss more bearable.

*Shirley Rabenstein, Widow of Kenneth G. Rabenstein*

*Your comments about our staff:* Your staff made a very difficult time/process very easy. Thank you so much! Victoria and Sam were excellent. They listened and supported our family throughout this time.

*Would you refer us to others?* Yes. So professional. Assisted with everything. Really listened to what was important to us.

*Sharon Harlacher, Mother of Meisha L. Baer*

*Additional comments:* Victoria Krouse is dedicated, knowledgeable and a true professional. With personnel like her on your staff, you'll always come out #1 in your business.

*Joseph E. Joyce, Widower of Rolande Joyce*

*Your comments about our staff:* Victoria was very professional and helpful. She answered our questions fully and presented our options neutrally and without pressure.

*Would you refer us to others?* Yes. I used your services for both of my parents and now my wife. I have been very satisfied with your establishment.

*Wade Lehman, Widower of Nana S. Lehman*

*Your comments about our staff:* Victoria was very helpful and took great care of us during this time.

*Carol L. Koontz, Daughter of Delores Mae Smith*

*Your comments about our staff:* Your staff was outstanding! Victoria, who was assigned to our family, was wonderful! She and the team set my dad's memorabilia up before the service...Outstanding job!

*Would you refer us to others?* Yes. Oh my yes. When we need the services again, this family will use Heffners.

*Eileen A. Rutherford, Step daughter of Robert A. Everhart, Jr.*

*Your comments about our staff:* Wonderful! Victoria and Melinda were both professional, courteous and kind.

*Name Withheld by Request*

*Your comments about our staff:* Corinne and Victoria both were not only entirely professional, but thorough and answered all questions.

*Monika Houstoun, Widow of James Houstoun*

*Your comments about our staff:* Victoria did very well.

*Would you refer us to others?* Yes. I had no issues with your services and staff.

*Erik Bedwell, Son of Vera L. Bedwell*

*Your comments about our staff:* Scott was very helpful planning the service and ordering the casket. Victoria was very professional on the day of the funeral. Very helpful!

*Would you refer us to others?* Yes. Your needs are met completely by your staff. It is a very sad day and yet Scott made it painless.

*Additional comments:* The receptionist Collee Ann was just a pleasure to talk to. Very helpful answering any questions we had and just a very sweet person. Very valuable at the Red Lion location. Also, I don't know who does your flowers, but the spray for the casket was beautiful. A lot of compliments from the people. Thank you again.

*Debra Craley, Daughter of Reed M. Waltmyer*

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

*Kathleen Rehbein, Widow of Francis G. Rehbein*

*Your comments about our staff:* Victoria was wonderful to work with. She was very kind and compassionate in what was a most difficult time for our family. Your entire staff was professional and caring during Mom's viewing and services, both at the funeral home and graveside.

*Karen Norris, Daughter of Ruth K. Landis*

*Your comments about our staff:* Victoria and Louella were wonderful and very professional! Very happy with this service, just as much as I was with my father's service.

*Would you refer us to others?* Yes. Absolutely! I already have referred you to several people who are looking to pre-arrange a funeral.

*Carol A. Miller, Daughter of Doris V. Miller*

*Your comments about our staff:* Victoria and office ladies were very helpful.

*Connie J. Boyd, Daughter of Greta P. Shimmel*

*Your comments about our staff:* Victoria, Betty, and staff: We received so many compliments on how the funeral was performed and at the gravesite. Beautiful!

*Would you refer us to others?* Yes. Absolutely!

*Additional comments:* We also received comments from friends and family that it was the best funeral that they have been to. Thank you so much for helping us celebrate the life of our mother, Ruth Kell.

*Jim & Pam Kell, Son and Daughter-in-Law of Ruth E. Kell*

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

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

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

*Patricia Swilley, Daughter of Joyce Conway*

*Your comments about our staff:* Everyone was excellent. Victoria helped tremendously, was courteous, efficient and caring. All were very accommodating to our wants and requests.

*The most important reason for selecting us:* Reputation—I knew you guys are the best of the best. Also, attended other services there—very nice.

*Would you refer us to others?* Yes. Helped make an unexpected and unwanted time easier to deal with. Very accommodating to my young children and the volume of people who attended the visitation and service.

*Sara A. Snyder, Widow of Jared M. Snyder*

*Your comments about our staff:* Victoria and Scott were wonderful through this difficult time for my aunt and our family. Everything went smoothly which is what we needed at this time. Thank you for making it such a beautiful ceremony for my uncle.

*Would you refer us to others?* Yes. Because everyone is so helpful and attentive and made the process so much easier during a difficult time.

*Michele L. Anderson, Niece of Anthony J. Cappello*

*Your comments about our staff:* Victoria, Corinne and Dave were very helpful and supportive!

*Susan Bell Frank, Daughter of Elizabeth L. Sandt*

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

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

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

*Matthew D. Felton, Widower of Tina L. Felton*

*Your comments about our staff:* Victoria was fabulous in every way, and the gentlemen who accompanied her, the very finest. Dignity, respect and warmth mean so very much. Each of you are the finest!

*Would you refer us to others?* Yes, absolutely. Your people and your facility are the very finest and I am making that known every opportunity!

*Additional comments:* Please know how so impressed I was from the very moment Victoria arrived at our home. I immediately knew Mom was in excellent hands with your service, and I felt not just personally confident that everything would be handled perfectly, but also I felt warmly welcomed to not simply a business, but welcomed to a “family” of very dignified people. My sincere thanks to Victoria and every single member of the staff who were just fabulous in every way. I also was beyond impressed by the exquisite setting at your facility. The décor and cleanliness spoke volumes, and from every aspect (A-Z). Your staff and facility are the very finest I have ever encountered. There is truly nothing you can do to improve! Your people, facility and services are the very finest! I have already pre-arranged my own services with your facility, and am recommending you highly to everyone that I know. You are the very best! Thank you so very much! Most respectfully,

*Lou Ann M. Riedel, Daughter of Anna M. Riedel*

*Your comments about our staff:* Very helpful during a time of particular stress. Victoria was very professional!

*Name Withheld by Request*

*Your comments about our staff:* Your staff is an amazing collective of compassionate, understanding people I have ever had the privilege to meet. Victoria was just so professional and heart felt. I will recommend her to ALL of my family and friends.

*Would you refer us to others?* Yes. It was a very hard service to have. The care and dignity that was given was a huge comfort.

*Timothy A. Wood, Brother of Robert L. Wood*

*Your comments about our staff:* Mr. Heffner, your staff did an absolutely outstanding job in a difficult time. Ms. Victoria Krouse is an exceptionally wonderful person. She did an unbelievable job. A+++.

*Would you refer us to others?* Yes. Without question.

*Gary E. Shearer, Son of Joy E. Shearer*

*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*

*Your comments about our staff:* They made us feel as though we were the most important client they ever had. Victoria was wonderful.

*Would you refer us to others?* Yes. You made sure that everything we wanted was done exactly as requested.

*Myrtle O. McCleary, Widow of Kenneth Loren McCleary*