



Office of  
Mental Health

# Cook Chill Production Center

145 Old Orangeburg Road  
Orangeburg, NY 10962  
845-365-6196

# Customer Manual

May 2026

*Mission Statement: Cook Chill Production Center produces and delivers safe, delicious, wholesome food that meets the nutritional and budgetary needs of our clients and customers in NYS Psychiatric Facilities and other government or non-profit centers.*

## **Introduction to Cook Chill**

Cook Chill Production Center is the centralized kitchen that prepares fully cooked food for distribution to state and other government operated kitchens. The food is prepared following strict guidelines to assure that the food meets quality and safety standards established by the USDA and the NYS Department of Health. A USDA Inspector is on site daily to ensure that the food we produce is prepared following all food safety regulations and standards.

Our recipes are cooked to a temperature that kills all pathogens. The food is then pumped into bags and chilled rapidly to minimize bacterial growth. Finished products are held in a 32°F refrigerator until ready for shipment. This cooking and rapid chilling process allows our products to have an extended shelf life.

Cook Chill Production Center has multiple Registered Dietitian Nutritionists on staff. The RDNs work with the production staff to monitor the quality of our products and ensure all food safety standards are being met. The RDNs also develop new recipes and update current recipes to meet the health and nutrition requirements of our clients/patients.

## **Advantages of Using Cook Chill Products**

- It is a safe and convenient method of food preparation for institutional kitchens
- Fresh & ready to eat
- Minimal preparation required
- Improved portion control
- Improved menu flexibility
- Holiday, seasonal and ethnic menu items available
- Time and labor saved

## **Setting up a Cook Chill User ID**

All authorized individuals can request to be added as a user via email. Simply send an email to: [cookchillorders@omh.ny.gov](mailto:cookchillorders@omh.ny.gov)

- include your Name, Email Address, Phone Number and Facility

We also request that each facility keep their contact information current.

## Placing an Order

Cook Chill produces food to order which means we do not maintain a large inventory of finished product. Therefore, we request all orders be placed 3 weeks prior to delivery date. Orders must be done online and not via the phone to ensure accuracy.

Orders are to be placed via the Cook Chill Website:

<https://appfactpry.omh.ny.gov/CookChill/Login>

In the event of website outage/issue: email order form to: [cookchillorders@omh.ny.gov](mailto:cookchillorders@omh.ny.gov)

## Changing Orders

We understand that emergencies can occur, and we will do our best to accommodate changes. Cook Chill requires a minimum of 2 business days to make changes to your order. Send all change requests to [cookchillorders@omh.ny.gov](mailto:cookchillorders@omh.ny.gov)

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## Servings per Bag

Cook Chill bags contain approximately 12 pounds of product. The number of servings per bag depends on your serving size. Each facility determines the portion size they wish to serve. The Cook Chill Label will state the Reference Amount Customarily Consumed (RACC)

Size of Serving	Number of Servings Per Bag
10 oz. scoop/ladle	19
8 oz. scoop/ladle	24
6 oz. scoop/ladle	32
5 fl. oz.	38
4 oz. scoop/ladle	48
2 fl. oz.	96

Fully cooked rice products are sold in 10-pound bags

Size of Serving	Number of Servings Per Bag
10 oz. scoop/ladle	16
8 oz. scoop/ladle	20
6 oz. scoop/ladle	26
4 oz. scoop/ladle	40
3 oz. scoop/ladle	53

## Ordering Meat Entrees by the Pound

Our whole meats: Pot Roast, Turkey Breast and Pork Loin, as well as Meatloaf, are sold by the pound. Remember to use the juices to moisten and flavor the meats. Minimum pound 8 pounds per order. To ensure sufficient product add 10% to your order to compensate for some loss due to juices and fat content.

## **Panned or Boxed Baked Products**

Product	Packaging	Servings/Container
Fruit Crisps	Full Pan	36 (4 oz. scoop)
Cheesecakes	Full Pan	28 (4 x 7)
Baked Fish	7 Pound Box	Approximately 36 pieces
Spanish Brand Lasagna	½ Pan	9 (3 x 3)
Egg Frittatas	Box	36 servings
Whole Wheat Brownie	Box	36 servings
Baked Oatmeal Cups	Box	36 servings

## **Cold Ready to Eat Salads**

Our Salads are sold by the pound. We do our best to match your requested poundage but will go over if necessary to ensure you have enough. Minimum of 5 pounds per order.

## **Holidays**

Cook Chill will contact all facilities, via email, with list of our Holiday/Seasonal Specials.

## **Pass Thru Items**

Cook Chill purchases a variety of products (Frozen Vegetables, Pre-Packaged Whole Grain Cookies & Muffins, Kosher & Halal Shelf Stable Dinners and Frozen Pre-Cooked Meats, Fish & Entrees) and sells them to facilities. By buying in bulk, it helps reduce the cost of these products.

## **Nutritional Supplements**

Cook Chill offers cases of Abbott Nutritional Supplements. As with the Pass Thru Items, the practice of buying in bulk helps to reduce the cost of these products.

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## **Heating Cook Chill Products**

Cook Chill food is ready to eat. Just heat and serve. There are different ways to heat the food depending on the equipment you have available.

### *Retherm Units*

Food can be plated cold and heated in retherm units. Follow manufacturer's directions for re-heating.

### *Stove Top*

All the soups, sauces, gravies, vegetables and entrees can be opened and placed in a stock pot to be heated on the stove top. Heat food to minimum 145°F.\*

### *Steam Jacket Kettle*

Soups, sauces, gravies, vegetables and entrees can be heated right in the bag when using a steam jacket kettle. Fill the kettle with water. Bring the water to a boil. Place the bag of Cook Chill food into the boiling water and heat for 50 minutes or until temperature minimum 145°F.

### *Oven*

Many of our products can be heated in an oven. Open the bag and place contents in a pan. Place in a 350°F oven. Stir entrees frequently to ensure even heating and heat to minimum 145°F.

### *Combi Oven or Steamer*

Food can be reheated in a Combi Oven. Place the entire bag of food in a full pan. Heat the food right in the bag or open the bag placing the contents in the full pan and cover. Set the Combi Oven to steam at 220°F. Steam for approximately 50 minutes (as items will cook at different times) or until the food is minimum 145°F.

### **Removing Product**

When removing product from the steamer, the casing will be extremely hot. Be sure to use potholders. Place the hot casing in a serving pan, lift the casing using the label end (the bottom end of the casing should be in the pan). Slit the casing and let the food slowly fall into the pan. See picture. Do not lift the casing using just the label – label may break off.



### **Preparing Whole Meats**

Cook Chill meats are fully cooked. Meats can be reheated in an oven, steamer or convection oven

1. Open the casing (the juice in the bag can be used for gravy). Remove the meat and slice into desired serving size
2. To keep meat moist during heating, cover the pan
3. Heat in oven 350°F for 20 minutes or until temperature reaches 145°F. *Do Not Overcook*

### **Egg Frittata**

Cook Chill Egg Frittatas are fully cooked. If Retherming we recommend thawing for 24 hours, then place on Breakfast setting. They can be reheated from frozen in the Combi Oven on Steam for approximately 40 minutes.

### **Frozen Desserts**

Cook Chill Frozen Desserts require about 48 hours to thaw before serving.

\*Per the 2022 FDA Code: "(C)READY-TO-EAT TIME/TEMPERATURE CONTROL FOR SAFETY FOOD that has been commercially processed and PACKAGED in a FOOD PROCESSING PLANT that is inspected by the REGULATORY AUTHORITY that has jurisdiction over the plant, shall be heated to a temperature of at least 57°C (135°F) when being reheated for hot holding".

## Cook Chill Label & Expiration Dates

At the Cook Chill Production Center, food is stored at 30°F to 34°F. The expiration date on the label is based on this temperature. If your facilities' refrigeration temperature is above 34°F, the shelf life is shorter and must be used within 7 days of receipt or discarded.

At ≤34°F most Cook Chill products have a shelf life of 32 days

Exceptions: Salads and Gelatins – 19 days (store between 35°F - 40°F)

Reduced Sodium Chicken a La King – 28 days

Low Sodium & Regular Marinara Sauce – 35 days

Frozen Items – 6 months (store at 0°F)

Frozen Frittata, Oatmeal Cups & Brownies – 3 months (store at 0°F)

Extended Shelf Life (product frozen at CCPC)– 4 months

*Any product that is past the expiration date should be discarded.*

Frozen Cook Chill products shall be given an expiration date 3 months from the day of freezing and date noted on label.

Frozen items must be stored at ≤ 0°F. Once frozen items are defrosted, they must be used within 5 days of thaw date. These products cannot be refrozen.

***Once heated, any leftover food must be discarded.***

Product type	Storage temperature	Product expiration
Kettle Items & Meats	34°F or Below	expiration date on label
	34-40°F	within 7 days of receipt
Salads & Gelatin	34-40°F	expiration date on label
Frozen Items	0°F	expiration date on label
Defrosted Items	40°F	5-day shelf life from thaw date

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## Department of Correctional and Community Services (DOCCS): Expiration Dates

Coleslaw, Juice, Water and Cold Cuts are passed through from DOCCS.

*DOCCS Cold Cuts* show Production Date (PD), Frozen Date and Use by Date. When frozen, they have a 9-month shelf life from PD. Once thawed, they must be used within 4 days. Do not refreeze.

*DOCCS Juices* show the PD on the top of each container. They have a 6-month shelf life from PD. While DOCCS juices can be stored at ambient temperatures, they are best stored in a cool environment.

*DOCCS Water* shows the PD on the top of each container. They have a 1-year shelf life from PD.

*DOCCS Coleslaw* shows the PD on the label. It may be served up to 30 days past the PD.

Cook Chill Nutrition Label

**Nutrition Facts**

22 servings per container  
**Serving size 1 cup (250g)**

Amount per serving  
**Calories 170**

	% Daily Value*
<b>Total Fat</b> 6g	7%
Saturated Fat 2g	9%
Trans Fat 0g	
<b>Cholesterol</b> 40mg	14%
<b>Sodium</b> 340mg	15%
<b>Total Carbohydrate</b> 13g	5%
Dietary Fiber 3g	10%
Total Sugars 7g	
Includes 0g Added Sugars	0%
<b>Protein</b> 16g	
Vitamin D 0mcg	0%
Calcium 23mg	2%
Iron 7mg	35%
<b>Potassium</b> 167mg	4%

\*The % Daily Value tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.  
 Calories per gram:  
 Fat 9 • Carbohydrate 4 • Protein 4

**INGREDIENTS:** BEEF, GREEN PEPPERS, RED PEPPERS, ONIONS, LESS SODIUM SOY SAUCE (Water, Wheat, Soybeans, Salt, Lactic Acid, Sodium Benzoate: less than 1/10 of 1% as a Preservative), MOLASSES (Cane Molasses), SESAME SEED OIL, CHOPPED GARLIC (Garlic, Water, Citric Acid), GINGER PUREE, MODIFIED FOOD STARCH (corn), BLACK PEPPER, XANTHAN GUM, SALT (Salt, Yellow Prussiate of Soda)  
**ALLERGEN:** Contains Soy, Wheat. Manufactured on equipment that processes products containing Soy, Eggs, Milk, Wheat, Fish and Crustacean Shellfish

**KEEP REFRIGERATED (30-34 F)**  
**Fully Cooked**

**IMPORTANT:** If the product is stored at temperatures greater than 35 degrees, the product must be consumed within 7 days of delivery and before the "Use By:" date on the label.

**COOK CHILL PRODUCTION CENTER**  
 145 Old Orangeburg Rd.  
 Orangeburg, NY 10962

**BAG#**  
**000**



**Net Wt: 11.75 POUNDS**  
**INSTITUTIONAL USE ONLY**

**BEEF STIR FRY**

**Beef with Vegetables and Sauce**

**USE BY:**  
**04/18/21**

Nutrition Fact Panel

Ingredients, Sub-ingredients & Allergen Statement

Peanut & Tree-Nut Free Facility

Storage & Handling

USDA Seal

Product Name

Use by Date

### Cook Chill Production Center Directory

<b>CCPC Cathie Smithward</b>	Front Office	845-365-6196 (fax) 845-365-6296 cookchillorders@omh.ny.gov	Order Related Issues
<b>Kelly Loud, CDN, RDN</b>	Director	Kelly.loud@omh.ny.gov	
<b>Dina Lawson, CDN, RDN</b>	Production Manager	ext. 316 Dina.lawson@omh.ny.gov	Delivery Related Issues
<b>Linda Zuccarello, CDN</b>	QA Manager, NSA2	ext. 312 Linda.zuccarello@omh.ny.gov	Quality & Nutrition Related Issues
<b>Kathleen Khowong, RDN</b>	QA Coordinator, NSA1	Ext. 308 <a href="mailto:Kathleen.khowong@omh.ny.gov">Kathleen.khowong@omh.ny.gov</a>	
<b>Tara Hill, CDN, RDN</b>	QA Dietitian	ext. 309 <a href="mailto:Tara.hill@omh.ny.gov">Tara.hill@omh.ny.gov</a>	
<b>Lethia McGee</b>	Head Cook	ext. 319 lethia.mcgee@omh.ny.gov	Order Related Issues
<b>Michael Mayer Klein Mike Detz</b>	Contract Management Specialist	ext. 306 <a href="mailto:Mayer.klein@omh.ny.gov">Mayer.klein@omh.ny.gov</a> ext. 303 Michael.detz@omh.ny.gov	Billing Related Issues

*At Cook Chill Production Center, we are always aiming to improve and better serve you. We welcome your suggestions and please feel free to contact us with any questions or concerns.*