Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: UNI Child Development Center **Enrollment:** 69 **License ID:** 22665

Street: 1420 19th St **City:** Cedar Falls **IA** **Zip Code:** 50614 **County:** Black Hawk

Mailing Address: 1420 19th St

Mailing City: Cedar Falls **IA** **Zip Code:** 50614

Director's Name: Tammy "Tam" Burt **Center Phone Number:** 319-273-3946

On-Site Supervisors: Tam Burt **E-Mail Address:** tam.burt@uni.edu

Date of Complaint: 08-25-2026 **Date of Visit:** 09-01-2026

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[ ] PROVISIONAL license from **to**

[ ] SUSPENSION of License

[ ] REVOCATION of License

Complaint Details:

Did this complaint result in a serious injury? ☐ Yes ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

On 08/25/26 and 08/26/26 a concern was reported regarding UNI Child Development Center in Cedar Falls. It was reported on both dates that the classrooms are frequently out of ratio in the Cats room, Cub room and the Puma room.

Licensing Rules Relevant to the Complaint:

109.12(2)a-d The center shall not use as a form of discipline:Center does not use corporal punishment including spanking, shaking, or slapping.Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used.No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

On 09/01/26 I made an unannounced visit to UNI Child Development Center. I met with Tammy “Tam” Burt, the director. I informed her of the reported concerns. Ms. Burt states she started as director in July 2026. The first day of childcare after the summer break was 08/24/26. She states she believes the rooms were officially out of ratio last week. She states she has been doing research into what the ratios of the classrooms should be. The ratios she has come up with for each classroom to use are Kittens room 1:4, Cubs room 1:4, Cats room 1:6, Puma room 1:7, and Panthers room 1:10. This meets the HHS ratio requirements.

Ms. Burt states they currently employ ten teachers, 25 student staff members and she just hired two additional staff members.

Ms. Burt states at first her relationship with staff members was bumpy when she started. They have been hit with a lot of changes. She asked the Human Relations (HR) Department to do a “climate survey ” with staff members so their voices could be heard. The staff members were able to talk about how things were in the past and what they would like to see happen. Ms. Burt thought it went well.

Ms. Burt states she is trying to figure out staffing. She has hired one floater and has two additional staff members starting later in September. She is trying to figure out how to get staff in the center. They use student staff members also. In the past, the teachers have scheduled their own student staff members for their rooms. Ms. Burt has taken that over. They also had two staff members doing all the fingerprinting of other staff. She now has everyone going to campus police to have their fingerprints done.

Ms. Burt states she is using a Google Docs sheet to track student staff members hours. Where they do not have a staff member scheduled, a staff member can sign up for those hours if they want to work more. She is going to have a mandatory Zoom meeting for the student staff to go over expectations. She states the student budget was overblown several thousand dollars and she must bring the program back into their budget.

Ms. Burt states she reports to the dean and the dean has been sending bodies over from the college to help in the rooms, but she knows that does not mean they are in ratio. She does not believe the people being sent over received background checks.

I walked through each room and the rooms were in ratio during my visit. The Kitten room and the Panther room denied being out of ratio last week. The other three classrooms said they were out of ratio last week. Staff members stated they want to schedule their student staff members. They want the student staff members in their rooms to be consistent, so they can learn about the children, know if they have allergies, and they have the necessary trainings, such as first-aid and CPR. Right now, they are sending volunteers over from the college. There were concerns expressed about having to do the diaper changes in the bathroom, which leaves one staff member in the classroom with the children. It should be noted that the bathrooms are in the classrooms. Staff in the Puma room are currently needing to do diaper changes on the floor because they have been told a diaper changing table has been ordered but they do not have it yet, so they are using a mat. Staff members express frustration and a strong feeling of being overwhelmed. They state their student staff members have been a valuable part of the program.

Ms. Burt states she has ordered changing tables for both the Puma and Panther rooms. They have not arrived yet. She is also slowly replacing lockers with cubbies to make more room.

Ms. Burt states in the past the classrooms used student staff members all day long, which is why they were over budget. She states from now on they will only be used during the early hours of the center and the later hours of the center. The two lead teachers in the classrooms will typically be the only ones in the room. She states the Puma room may have an additional staff because of their high enrollment. She will have floaters on staff during the day to provide breaks and fill in where necessary in the classrooms.

Special Notes and Action Required:

109.8(2)-Ratio maintained in center as required by age. VIOLATED. Ms. Burt admitted the center was out of ratio the first week of the program because she did not have enough staff members to cover all the hours. She states the dean sent over volunteers from UNI but she does not believe they have received background checks.

I have informed Ms. Burt that if she does not have enough staff members then the center must send children home. The center cannot knowingly be out of ratio. I informed her the other option is to perform Iowa background checks (SING) and fingerprint the volunteers that are being sent over and they can count in ratio.

I believe that Ms. Burt is doing her best to meet ratios. She is hiring more full time staff members and she is meeting with student staff members to discuss her expectations. Ms. Burt agreed not to knowingly leave classrooms out of ratio. She states they will send children home or close a room if they need to. Ms. Burt is aware that classrooms in the past have been overstaffed with the help of student staff members and the lead teachers will not be happy that rooms will only be staffed to meet ratios moving forward.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Becky Frost

Date:

09-08-2026